

Energy Assistance Program



Free one-on-one support with your energy bills

Are you having trouble paying your energy bill or want to move to a cheaper energy deal?

We can help you:

- Understand your energy bill
- Check you aren't missing out on your energy concessions
- Access extra financial support and get help with energy debt
- Find a more affordable energy deal
- Understand the best ways to save energy at home to reduce your bills
- Speak to your energy retailer and access hardship support

All you need is a copy of your most recent bill.



Scan to get help through the Energy Assistance Program

What is the Energy Assistance Program?

- The Energy Assistance Program is a free service to support you if you are having trouble paying or understanding your energy bills.
- It will help you save energy and money at home.
- You'll receive one-on-one support to access eligible energy concessions, find the cheapest energy offer for your household, get financial support with energy debt, and help with contacting your retailer.

How it Works

To get help with your energy bills just follow 3 simple steps:

1. Find a copy of your most recent energy bill
2. Phone **1800 161 215** to get connected with our community partners
3. One of our energy advocates can help you understand and save money on your energy bills, access debt help and can speak to your energy retailer on your behalf.



For assistance in languages other than English, contact Translating and Interpreting Services (TIS) on 131 450.

Eligibility Requirements

To access the program, you should:

- Hold a Commonwealth Government Concession card; or
- Be struggling or expecting to have trouble paying your energy bill.

Phone Support

Call **1800 161 215** and you will be connected to Anglicare Victoria directly to book an in-person or telephone appointment.

You will need a recent copy of your electricity or gas bill. If you are unable to provide a recent

copy of a bill, a team member will be able to request a copy of your bill from your energy retailer.

In Person Support

Our community partners Anglicare Victoria and Community Information and Support Victoria can provide you with in person support at sites across Melbourne and regional Victoria.

To find a site near you, phone 1800 161 215.

Need help with your energy bill? Call **1800 161 215** for free support

Community Outreach Partners

To support Victorians to access the Energy Assistance Program the Victorian Government has partnered with organisations who specialise in providing support to the Victorian community.

Anglicare Victoria

Anglicare Victoria provides support in the areas of family services, family violence, parenting, financial counselling, emergency relief, out of home care, youth, alcohol and drug support and other community services.

Community Information and Support Victoria

Community information and support services are local community agencies that have been supporting vulnerable Victorians for over 50 years. Agencies can provide information, advocacy, referrals, assistance with food, household and medical bills, educational costs and a range of services.

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July 2023



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ISBN: 978-1-76136-358-0 (pdf/online/MS word)

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Accessibility

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