

# ENERGY ASSISTANCE TASMANIA

*Families and small businesses in Tasmania are doing it tough right now, with Australian energy prices skyrocketing under Labor. Household electricity costs have risen 13 per cent, and gas costs by nearly 5 per cent over the last year, with further power price rises across Australia of up to 25 per cent to hit from 1 July 2023, depending on where you live.*

## HERE ARE THREE SIMPLE TIPS TO HELP YOU SAVE MONEY ON YOUR NEXT BILL

### 1 SHOP AROUND FOR A BETTER DEAL

While electricity prices are regulated in Tasmania, there are several different plans and providers available. The Australian Energy Regulator runs an independent price comparator website, Energy Made Easy, which compares all offers in the market for households and small businesses in Tasmania.

Upgrades to Energy Made Easy, funded under the Coalition Government, ensure that you can simply enter your meter number (NMI) or scan in your bill to get tailored assessment of the most competitive offers.

→ Visit [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au) for further information.

### 2 SPEAK TO YOUR ENERGY RETAILER

Your energy retailer is required to provide you with assistance. Contact your energy retailer and ask them for help.

Energy retailers must offer residential customers the option of paying your bill with a payment plan. If you are having a tough time paying your energy bills you may be able to join your retailer's hardship program which offers a range of support to customers. Your retailer is best placed to advise how they can assist you.

For further advice on negotiating a payment plan and hardship arrangements, visit the Australian Energy Regulator website at [www.aer.gov.au/consumers/my-energy-bill/having-trouble-paying-your-energy-bills](http://www.aer.gov.au/consumers/my-energy-bill/having-trouble-paying-your-energy-bills). If you are having difficulties agreeing arrangements with your retailer, or are unhappy with the assistance your retailer has provided, the Energy Ombudsman Tasmania may be able to help.

→ The Ombudsman can be contacted on 1800 001 170 or at [www.energyombudsman.tas.gov.au](http://www.energyombudsman.tas.gov.au)

### 3 ACCESS CONCESSIONS

*The Tasmanian State Government has a number of concessions and rebates that may be available to eligible consumers. This includes an electricity discount for eligible concession card customers, and a heating allowance for eligible pensioners.*

Contact your energy retailer. They can provide further information about applying for state government concessions and relevant eligibility requirements.

The Tasmanian Government has a list of state government energy concessions at [www.concessions.tas.gov.au/concessions/electricity\\_and\\_heating](http://www.concessions.tas.gov.au/concessions/electricity_and_heating).

#### Further advice

For further advice on energy bills and information to help you take charge of your energy service visit the AER website at [www.aer.gov.au/consumers/my-energy-service/consumer-fact-sheets](http://www.aer.gov.au/consumers/my-energy-service/consumer-fact-sheets)

*\* The Federal Government has announced energy price relief for selected households. More details to be announced over coming weeks as the package is finalised with the Tasmanian government.*