

ENERGY ASSISTANCE VICTORIA

Families and small businesses in Victoria are doing it tough right now, with energy prices skyrocketing under Labor. Household electricity costs have risen nearly 8 per cent, and gas costs by nearly 36 per cent over the last year, with further power price rises for Victorian households of up to 25 per cent, or \$352 a year, to take effect from 1 July, 2023. Meanwhile, Victorian small businesses can expect their energy bills to increase by up to 25 per cent starting this winter.

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

1 SHOP AROUND FOR A BETTER DEAL

The Victorian Energy Compare website compares all offers in the market for households and small businesses in Victoria.

You can use the information in a recent energy bill to get a personalised assessment of the most competitive offers for your circumstances.

→ Visit www.compare.energy.vic.gov.au/compare.energy.vic.gov.au/

2 SPEAK TO YOUR ENERGY RETAILER

Your energy retailer is required to provide you with assistance. Contact your 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 and you miss a bill, your retailer must work with you to provide tailored assistance. Your retailer is best placed to advise how they can assist you.

For further advice on your rights and options, visit the Victorian Essential Services Commission at www.esc.vic.gov.au/electricity-and-gas/information-consumers/having-trouble-paying-your-energy-bills-you-have-rights

If you are having difficulties agreeing arrangements with your retailer, or are unhappy with the assistance your retailer has provided, the Energy and Water Ombudsman Victoria (EWOV) may be able to help.

→ EWOV can be contacted on 1800 500 509 or at www.ewov.com.au.

3 ACCESS CONCESSIONS

The VIC State Government has a number of concessions and rebates that may be available to eligible consumers. This includes annual electricity and gas concessions, and a winter gas for eligible customers.

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

In addition, the VIC Government has also created a special Power Saving Bonus one-off payment. The VIC Government has a list of state government energy concessions and information about the Power Saving Bonus at <https://services.dffh.vic.gov.au/energy>

Further advice

For further advice on energy bills and information to help you take charge of your energy service visit the Victorian Essential Service Commission website at www.esc.vic.gov.au/electricity-and-gas/information-electricity-and-gas-consumers

** 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 Victorian government.*