

# ENERGY ASSISTANCE WESTERN AUSTRALIA

*Families and small businesses in Western Australia are doing it tough right now, with Australian energy prices skyrocketing under Labor. Across the country, household electricity costs have risen 15.5 per cent, and gas costs by over 26 per cent in 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 SPEAK TO YOUR ENERGY RETAILER

Electricity prices in WA are regulated by the Western Australian Government. However, if you are having difficulties paying your bills, your energy retailer may be able to provide you with payment support, including a flexible payment option.

Contact your energy retailer and ask them for help. Your energy retailer can also assist you with claiming concessions and rebates you may be eligible for, and can put you in touch with a financial counsellor.

### 2 ACCESS CONCESSIONS

The Western Australian State Government has a number of concessions and rebates that may be available to eligible consumers.

This includes a Hardship Utility Grant Scheme that provides eligible people in financial difficulties pay their utility bills, and a range of concessions available to eligible concession card holders.

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

→ The Western Australian Government has a list of state government energy concessions at <https://www.wa.gov.au/organisation/energy-policy-wa/household-energy-pricing-and-payment-support>

### 3 FURTHER ADVICE

For further advice on energy bills and information to help you take charge of your energy service visit the WA Government website at [www.wa.gov.au/organisation/energy-policy-wa/household-energy-pricing-and-payment-support](http://www.wa.gov.au/organisation/energy-policy-wa/household-energy-pricing-and-payment-support)

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 Western Australia may be able to help.

→ The Ombudsman can be contacted on 1800 754 004 or at <https://energyandwater.ombudsman.wa.gov.au/>

*\* 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 WA government.*