



## When the bills pile up

### Tips for households

Electricity and gas bills are part of the everyday costs for Western Australian households. Sometimes our household bills can all add up to more than we can handle. If this happens to you, there are a range of support options available.

#### ***YOUR RETAILER IS HERE TO HELP***

##### **Make the call**

Pick up the phone as soon as you are worried about how you will pay a bill. Retailers will be able to offer you additional time to pay your bill or an instalment plan to suit your circumstances.

##### **Check for concession entitlements**

Ask your electricity retailer (Synergy or Horizon Power) if you are eligible to receive concessions or rebates on your power use.

##### **Check you are getting the best deal**

Ask your retailer if you are on the best plan or payment arrangement to suit your circumstances.

##### **Review your energy use**

Reducing the amount of electricity or gas you use will reduce your costs. Check out Energy Policy WA's other information sheets for tips on how to reduce energy use in your home.

#### ***NEED MORE SUPPORT***

Sometimes it isn't just your energy bills that are adding up, but there is help available then too.

##### **Speak to a Financial Counselling service**

Financial Counsellors are trained to support you by providing free information and advocacy if you are experiencing financial difficulties. They can help you understand your options and rights when tackling your finances.

##### **HUGS**

If you are experiencing longer term financial challenges, your retailer can consider your eligibility for the Hardship Utility Grants Scheme (HUGS). Eligible customers can participate in a payment plan before a grant may be applied to assist in paying down a bill debt relating to electricity, water or gas.

##### **Didn't get the support you expected?**

If your retailer hasn't helped when you have told them you are experiencing financial difficulties, ask to speak to a manager or the complaints team.

Still not happy? You can raise your complaint for free with the Energy and Water Ombudsman.



## **QUICK REFERENCE CONTACT INFORMATION**

### **Electricity Retailers**

[Synergy](#) 13 13 53

[Horizon Power](#) 1800 267 926

### **Gas Retailers**

[Alinta Energy](#) 13 13 58

[Kleenheat](#) 13 21 80

[AGL](#) 13 12 45

[Origin](#) 13 24 61

[Simply Energy](#) 13 88 08

### **Financial Counselling**

[National Debt Helpline](#) 1800 007 007

[Find a WA Financial Counsellor \(Financial Counsellors' Association of WA\)](#)

### **Complaints**

[Energy and Water Ombudsman Western Australia](#)

1800 754 004

For more information contact:

### **Energy Policy WA**

(08) 6551 4600 | [www.energy.wa.gov.au](http://www.energy.wa.gov.au) | [info@energy.wa.gov.au](mailto:info@energy.wa.gov.au)

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