

ENERGY ASSISTANCE AUSTRALIAN CAPITAL TERRITORY

Families and small businesses in the the ACT 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 SHOP AROUND FOR A BETTER DEAL

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 the ACT.

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 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

If you are having difficulties agreeing arrangements with your retailer, or are unhappy with the assistance your retailer has provided, the ACT Civil and Administrative Tribunal (ACAT) may be able to help.

ACAT can be contacted on (02) 6207 1740 or at www.acat.act.gov.au

3 ACCESS CONCESSIONS

The ACT Government has a Utility Concession that may be available to eligible concession card holders.

Further information about the Utility Concession is available at www.revenue.act.gov.au/community-assistance/utilities-concession

** 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 ACT government.*