

# ENERGY ASSISTANCE NEW SOUTH WALES

Families and small businesses in New South Wales are doing it tough right now, with energy prices skyrocketing under Labor. Household electricity costs have risen nearly 26 per cent, and gas costs by 21 per cent over the last year, with further rises in electricity bills of up to 24.9 per cent, or \$594 to take affect from July 1, 2023. Meanwhile, NSW small businesses can expect their energy bills to increase by up to 21.6 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 Australian Energy Regulator (AER) runs an independent price comparator website, Energy Made Easy, which compares all offers in the market for households and small businesses in New South Wales.

Upgrades to Energy Made Easy, funded under the Coalition Government, ensure that you can simply enter your meter number (NMI) or scan your bill to get a 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 retailer and ask them for help. 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. Your retailer is best placed to advise how they can assist.

For further advice on negotiating a payment plan or hardship arrangements, visit the AER 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 difficulty agreeing arrangements with your retailer, or are unhappy with the assistance your retailer has provided, the Energy and Water Ombudsman NSW (EWON) may be able to help.

→ EWON can be contacted on 1800 246 545 or at [www.ewon.com.au](http://www.ewon.com.au).

### 3 ACCESS CONCESSIONS

The NSW State Government has a range of concession programs and rebates that may be available to eligible consumers. This includes a Family Energy Rebate, a Seniors Energy Rebate, a Low Income Household Rebate and a Gas Rebate.

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

Service NSW has a full list of state government concessions, rebates and assistance, which can be accessed at [www.service.nsw.gov.au/services/concessions-rebates-and-assistance](http://www.service.nsw.gov.au/services/concessions-rebates-and-assistance).

#### 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 NSW government.