

ENERGY ASSISTANCE SOUTH AUSTRALIA

Families and small businesses in South Australia are doing it tough right now, with energy prices skyrocketing under Labor. Household electricity costs have risen over 14 per cent, and gas costs by over 22 per cent over the last year, with further rises in electricity bills of up to 22.5 per cent, or \$512 a year, to take affect from 1 July, 2023. Meanwhile, SA businesses can expect their energy bills to increase by up to 28.9 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 runs an independent price comparator website, Energy Made Easy, which compares all offers in the market for households and small businesses in South Australia.

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 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 Energy and Water Ombudsman SA (EWOSA) may be able to help.

→ EWOSA can be contacted on 1800 665 565 or at www.ewosa.com.au.

3 ACCESS CONCESSIONS

The SA State Government has a number of concessions and rebates that may be available to eligible consumers. This includes an energy bill concession for eligible customers on low or fixed incomes, and a concession for eligible consumers living in a residential park.

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

In addition, the SA Government has also created a special SA Concessions Energy Discount Offer (SACEDO) for eligible consumers.

The SA Government has a list of state government energy concessions and further information about the SACEDO at www.sa.gov.au/topics/care-and-support/concessions/household-concessions/energy-bill-concessions

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

* 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 South Australian government.