

We're committed to **HELPING** our customers stay connected.

We understand that circumstances can make it difficult for some households to pay for everyday essentials, such as electricity.

This guide is designed to help organisations offering support to their clients who may be experiencing financial hardship.

Assessing eligibility

You can assist by assessing your client for eligibility for our Customer Assist program.

Try using our simple checklist of questions:

- Does your client lack the financial capacity to pay their bill within the current bill cycle?
- Is your client unable to keep to a standard payment instalment plan over at least two consecutive billing cycles?
- Are they willing to agree to a payment instalment plan?
- Are they willing to make changes to their energy usage to help reduce future bills?
- Are they eligible for other rebates?
- Is your client the responsible person for a current residential account?
- Have they experienced a life changing event e.g. family death, job loss?

If **yes**, please call us on **1800 670 352** while your client is with you for a full assessment.

Otherwise, please call us **13 10 46** to discuss alternative options.

Contact us

Ergon Energy Retail

CUSTOMER ASSIST

1800 670 352

8am - 5pm, Mon to Fri

ergon.com.au/supportprograms

Ergon Energy Queensland Pty Ltd - ABN 11 121 177 802

If you'd like us to send you a free copy of our hardship policy, please call us on **1800 670 352**.

You can also download a PDF version from our website at **ergon.com.au/supportprograms**



RETAIL

Updated: September 2019



RETAIL



Helping you ASSIST OUR customers

Our Customer Assist program.

Customer Assist is our tailored program to help customers get back on track with affording their energy bills.

It offers support through long term payment plans along with energy usage and financial management education.



On **THE** program

After we assess and accept your client to the program, there are responsibilities that we and your client need to commit to and follow.

We'll commit to:

- Work with your client to find out what they can afford to pay, taking into account their financial situation and future energy usage
- Develop and agree on a personalised payment plan that outlines regular payments and the requirements to continue participation in the program
- Provide advice and monitor their electricity usage
- Help them access government rebates, concessions and services
- Provide guidance on seeking financial counselling and assistance resources.

Customers are asked to agree to:

- Make scheduled payments on the due dates
- Notify us if their contact details change
- Let us know if their circumstances change and are unable to make their payments
- Stay in regular contact with us and respond to contact to review their Customer Assist package.

Customers who aren't able to meet our program guidelines while on the program may be required to leave.

Leaving **THE** program

Participants will leave when they:

- Have capacity to pay for their usage
- Tell us they no longer need assistance
- Don't maintain the agreed program guidelines and are withdrawn for non-compliance
- Finalise their account.

Without the support of our Customer Assist program, they would return to their normal billing cycle and be responsible for managing their own payments. In this situation, non-payment of their account may put them at risk of disconnection.

Customers may still be able to access payment extensions or other account options which would be subject to normal payment conditions.

Returning **TO THE** program

Customers can return to the program if they experience financial hardship in the future, however we may restrict access for those with a history of not meeting the agreed program guidelines.

Grants **AND** rebates

State and federal governments offer financial assistance through grants and rebates including the:

- Queensland Government Electricity Rebate
- Home Energy Emergency Assistance Scheme
- Low Income Household Rebate (NSW).

For eligibility details and help to apply, visit [ergon.com.au/supportprograms](https://www.ergon.com.au/supportprograms)