

# FACT SHEET CAN'T PAY YOUR BILL

This fact sheet will provide an overview of what you can do if you can't pay your energy bill.



The supports available when you can't pay your bill are:

**Speak to a Yarnin' Money Mentor** as they can provide support with contacting the energy providers and help with setting up payment plans. They can also assist with energy audits to see if there may be any energy wastage and how to reduce this to lower the amount of the bill.

Contact the energy provider ASAP to see what support they provide, some of that may be:

## Payment plans

Payment plans are designed to help you pay your account balance, with an understanding of your individual needs, ability to make payments and your future energy use. You'll need to make all of your individual agreed payments according to your payment schedule. If you miss a payment, your plan may be cancelled so please contact the provider have a confidential discussion if you are in this situation. If your plan is cancelled, it may impact your participation in a Customer Assist program and your ability to arrange another payment plan in the future.

## Rebates and concessions

We offer an electricity rebate to customers on behalf of the Queensland Government to assist with the cost of electricity. The rebate is available for eligible pensioners, seniors, health care card holders and asylum seekers and is applied as a daily amount, which is then paid to you in instalments through your electricity bill.

The exact amount of the rebate paid on each bill will depend on the number of days in each billing period.

The Queensland Government has announced that all Queensland households will automatically receive a \$1,000 lump sum credit on their electricity bills from July this year to help with the cost of living.

The Commonwealth Government has announced that all households will receive a \$300 rebate on energy bills in 2024-25.

## Grants (HEEAS)

The Home Energy Emergency Assistance Scheme (HEEAS) helps customers experiencing problems paying their energy bills as a result of an unforeseen emergency or short-term financial crisis within the past 12 months.

## Payment extension

In My Account, simply go to your Dashboard and if you're eligible for an online payment plan, you'll see a button saying, 'request a payment plan'. You can request a new date to pay your bill in full. You can also request to pay your bill in weekly or fortnightly instalments between now and your extended due date.

