

Working together from a distance.



At QEnergy, we understand the importance of energy to all our daily lives and how important it is during this time that our customers under financial stress can seek assistance and options from us. QEnergy supports the measures the Australian Energy Regulators are putting in place, reinforcing that energy is an essential service and the energy market has an important role to play in protecting and supporting businesses and the community through the COVID-19 pandemic and our recovery.

QEnergy applied the following measures as of 27th March 2020:

- No late payment fees for any customers.
- No disconnections for residential and small business customers in financial stress.
- Business customers who need support can apply for Payment Arrangements. Our team will work with you and help you take the right actions to support your business.
- Customers who are having financial difficulties will not be referred to external agencies or default listed.

Support with Payment

We appreciate our customers have always paid promptly and will continue to where they have capacity however, if you are experiencing financial difficulties and need assistance during the COVID-19 pandemic, you can:

- Set up a payment instalment plan
- Enquire about our Customer Care and Affordability Program
- Seek advice on rebate and grant programs
- Request for a payment extension

Contact us through our [live chat](#) or email us at care@qenergy.com.au

You may also call us on **1300 698 992**. However, please note, if we cannot answer when you call, due to high call volumes, you may leave us a message and we will contact you within 24 hours

For more options available, visit the [Australian Government financial assistance page](#).

Our Tailored Energy Services

To help you stay in control, here's a whole lot of tips on how you can save and stay on top of your energy usage. Download our [Energy Saving Tips](#).