

## **Summary of Your entitlement to Assistance (Victoria)**

### **Standard Assistance**

To help you avoid getting into arrears and to make it easier to pay for your ongoing energy use, standard assistance will be made available to you when we identify that you are having payment difficulties.

Standard assistance may include:

- extending the due date for a bill;
- setting up a payment plan so you can manage your energy costs more easily; and/or
- allowing you to pay for your energy in advance.

QEnergy will provide you with advice on your options under standard assistance.

### **Tailored assistance**

If you are already behind on your bills and have \$55 or more owing on your energy bill, then you are entitled to tailored assistance. You will be offered a payment plan that will help you repay your debt within a period of two years or less. An extension beyond the two-year period is possible.

We will also provide advice about how to reduce your energy costs and any government or non-government assistance that may help you pay your bills such as concessions, rebates and grants.

### **Practical assistance**

If you cannot pay the full cost of their on-going energy use QEnergy will provide the following:

- advice about the likely cost of the future energy use and how this cost could be lowered;
- advice about government and non-government assistance available to help you meet your energy costs;
- assistance to help lower your energy costs.

This may also include putting your debt on hold for at least six months, while you continue to pay less than your current use and we work with you to help you lower your energy costs. This period may be extended if that would assist.

### **How to obtain assistance**

If you require more information or assistance under the Payment difficulties policy please contact our Customer Experience Team on 1300 699 982