



Helping our
Victorian customers
stay on top of their
energy bills





Having trouble paying your bill?

If you're a Victorian residential customer facing financial difficulty, we offer a range of options to help you pay your bills.



Some ways we can help

We can give you advice about:

- payment plans that can incorporate both your current debt and your ongoing energy usage for up to two years
- the likely cost of your future energy use and how you can reduce this over time
- other assistance available through the government that can help you meet your energy costs (such as Utility Relief Grants and concession rebates)
- practical assistance to help you lower your energy costs, including
 - recommendations on the right plan for your circumstances – taking into account your usage history (if available), plus
 - energy efficiency tips to help lower your usage, and how best to monitor and keep track of your energy usage – for example using My Account, our online portal or our easy-to-use app.



Setting up a payment plan

To make it easier to pay your ongoing usage costs and pay back any debt you owe, you're entitled to set up a payment plan with:

- regular weekly, fortnightly or monthly payments of equal amounts, based on a forecast of your energy usage over the next 12 months
- any debt owing on your account rolled into the payments – so you can pay it off within two years of starting the payment plan
- payments that cover both usage and debt.

When you set up your plan, and each time you change it, we'll send you a payment schedule that shows the:

- number of payments you need to make to pay off any debt on your account
- number of weeks, fortnights or months you'll be making payments
- amount and due date of each payment.

If you miss a payment due date, we'll contact you to revise your payment plan and help you get back on track.



Need something more?

If you can't pay the full cost of your ongoing energy usage, we can put your debt on hold so you don't need to make any payments on it for six months.

We can also let you pay less than your ongoing usage – while you find ways to use less energy. After this six month period, we'll review your progress and continue to work with you to pay your ongoing bills and help reduce your costs.

Home energy advice

You may be eligible for a free energy efficiency consultation – either in your home or over the phone, whichever is easier for you. You can get advice that's specifically tailored to the way you use energy in your home – from the sort of appliances you use to the layout of your home, helping you identify ways to lower your energy bills.

Government programs & concessions

If you meet certain criteria, you might be able to access government grant programs. These provide a range of financial assistance to people having difficulty paying their energy accounts. You can find details about this assistance on the Department of Families, Fairness and Housing (DFFH) website – <https://services.dhhs.vic.gov.au/concessions-and-benefits>.

Financial counselling

We can help refer you to a free accredited financial counsellor in your area.

Get in touch

The sooner we can talk to any of our customers having trouble paying their energy bills, the better. So, if you need help, give us a call on **13 24 61**.

For more information or to download a copy of the Victorian Hardship Policy, head to **originenergy.com.au/paymentassistance**

If you need an interpreter, call 1300 137 427.



If you're hearing impaired, you can get in touch through the Telephone Typewriter (TTY) National Relay Service on 133 677.

➤ **originenergy.com.au**