

# ENERGY

Assistance Program



**Are you having trouble paying your energy bills?**

**Do you want to lower your energy costs?**

**Are you interested in making your home warmer in winter or cooler in summer?**

This free service is available for a limited time only.\*\*

If you have any family or friends who might need assistance, they can also contact us.

Interpreter services are also available – please let us know if you need one when you contact us.

**Register today**

- Visit the website [bsl.org.au/energy-assist](https://bsl.org.au/energy-assist)
- OR call toll free on **1800 830 029**

# ENERGY<sup>o</sup>

## Assistance Program

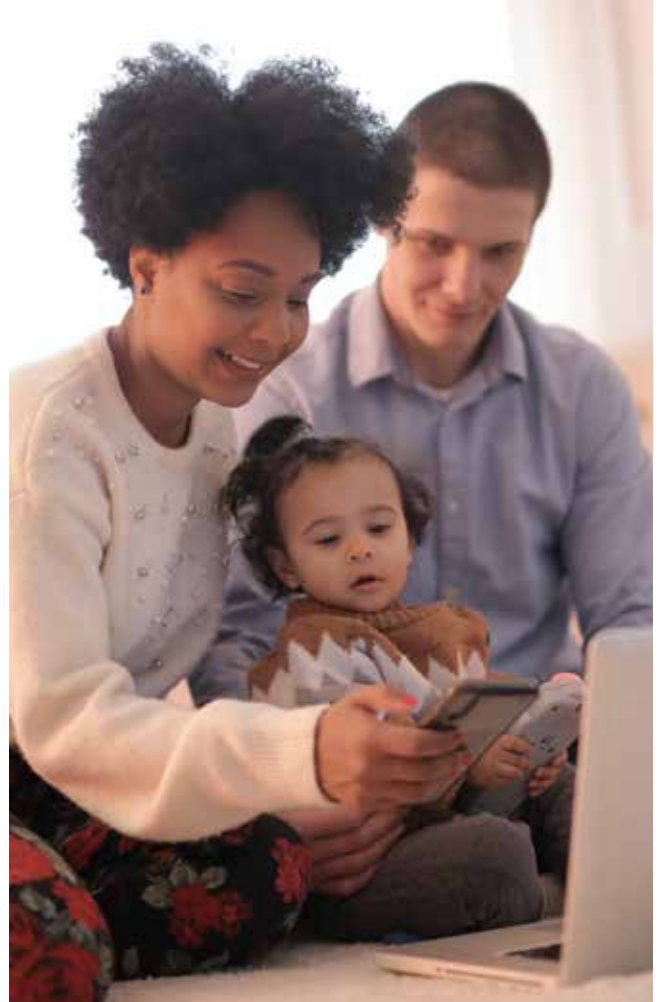
### The Energy Assistance Program

The Brotherhood of St. Laurence, Uniting, and the Australian Energy Foundation have launched a **FREE service** – the Energy Assistance Program – designed to help eligible Victorians save on their electricity and gas bills. This service is **independent of energy companies** and supported by the Victorian Government.

The program can assist you with energy issues, including switching you to a cheaper energy offer. Unlike other services it's independent and free. It's more than helpful advice. We offer a personalised phone or video service to help you take steps towards lowering your bills.

### We can help you to:

- Find a cheaper energy offer – this could save you hundreds\*
- Ensure you are receiving the energy concessions you are entitled to – to help lower your energy bills
- Get help from your retailer if you are struggling to pay your energy bill or get help fixing a billing error
- Access a utility relief grant or develop a payment plan with your retailer
- Improve the energy efficiency of your home
- Access the \$250 Power Saving Bonus if you're eligible (available from February 2021).



### You are eligible if you meet any one of these criteria:

- You are experiencing hardship as a result of COVID-19
- You have received JobSeeker or JobKeeper
- You have an energy concession or are eligible for one
- You are experiencing energy-related hardship
- You have a health condition or disability
- You have trouble paying or understanding your bills
- You are receiving a Commonwealth Home Support Package (levels 1 to 4).

**If you are unsure and in need of assistance, please give us a call and we will try to assist you.**

\* In the Your Energy Broker pilot, households that switched to a cheaper electricity offer saved on average \$270 per year. Households that switched both electricity and gas saved on average \$503. Households that switched both electricity and gas saved on average \$503 per year.

\*\* This program is available from 1 September 2020 to 31 August 2021 and is available to the first 3,000 households who meet the eligibility criteria.