

Our Hardship Policy *Summary*

If you're having trouble paying your electricity bills, our Customer Assist Program is designed to support you.



How we'll support you



Create personalised payment plans

We'll work with you to set up personalised payment plans based on your usage and what you can afford, to get you back on track.



Provide energy usage tips

We'll offer expert advice on how to use less electricity to lower your future bills and talk about whether you're on the right plan.



Discuss financial assistance

We'll check your eligibility for government rebates and available concessions. We'll also connect you with additional financial assistance options.



Speak with authorised support

You can provide permission for a support person to speak with us. This could be a financial counsellor or someone who helps manage your bills.



Protect from disconnection

While you're working with the program, we'll make sure you're not disconnected and protect you from normal credit collection demands.

What you'll need to do:



Work with us

Together we'll determine your capacity to pay and develop an agreed payment plan.



Stick to the plan

You'll need to make the payments as agreed.



Keep us updated

Let us know if anything changes with your circumstances that may impact your ability to make agreed payments.



Update your info

Make sure we have your latest phone and email contact details.



Respond to contact

You'll need to respond to our attempts to contact you and take part in reviews of your payment plan when needed.

Contact us

Customer Assist

1800 670 352

8am – 4:30pm, Mon to Fri



Part of Energy Queensland

To read the full Ergon Energy Retail Hardship Policy visit [ergon.com.au/supportprograms](https://www.ergon.com.au/supportprograms)