

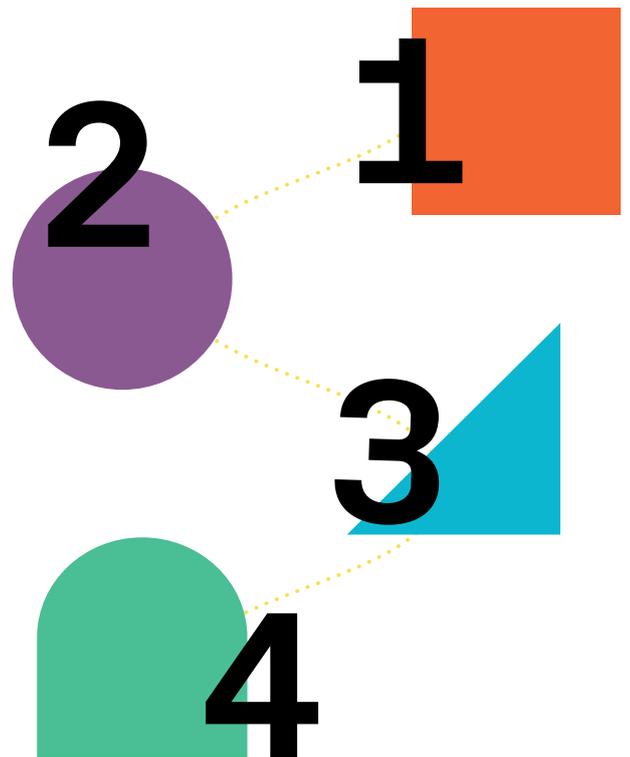
Your path to cheaper energy

Take control of your energy

We know that energy bills can be stressful and confusing. That's why we've developed this simple guide to help you save energy and reduce your costs.

Follow these steps to take control:

1. Check your **concessions** are being applied on your energy bills.
2. Make sure you are on your company's **best offer**.
3. Apply our tips to **keep warm and stay cool**, while staying comfortable.
4. If you have **trouble paying your bill**, call your energy company. New laws mean they can't disconnect you without trying to help you first.



Find out more

Talk to your support worker or visit www.energyinfohub.org.au to download factsheets and resources on:

- Energy concessions
- Cheaper energy plans
- Saving energy
- Payment difficulties
- Understanding bills

 energy info hub

www.energyinfohub.org.au

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Supported by



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1

Energy concessions

Take your first step towards cheaper energy

To make sure your energy bill is as low as it can be, check your concessions are up to date.

Your Pensioner Concession, Health Care or Veteran Affairs Gold Card saves you money on your gas and electricity bills.

Call your energy company to make sure they have all of your concessions listed on your account.

2

Cheaper energy plans

Getting on your energy company's best offer will save you money

The Victorian Government has a new rule in place to make energy companies responsible for giving you the cheapest energy plan. It's called the 'best offer'.

Call your energy company and ask for their best offer.

3

Saving energy

Don't sweat the small stuff – get smarter with your energy use

You don't have to trade in your comfort to save money.

Focus on appliances that heat and cool and:

- heat and cool to a comfortable temperature
- only heat and cool the room you're in.

See our Saving Energy factsheet for simple, effective things that everyone can do to save money. While staying comfortable.

4

Payment difficulties

New rules for payment difficulties = more options

If you are worried about paying your energy bill, call your energy company.

The Victorian Government has put in place a new framework that means energy companies must support anyone who has difficulty paying their bill.

You do not need a concession card or anything else to get help.

Talk to your support worker to find out more about the new rules.