

1st Energy can help you with standard and tailored assistance*



Standard assistance

You can manage your bill payments through standard assistance options which include making payments of an equal amount over a specified period, options for making payments at different intervals, extending your bill due date or by paying for energy use in advance. Contact us for more information.

Tailored assistance

If you have **arrears** and you **can pay for your ongoing usage**, we can give you advice about:

- ✓ Flexible payment options available to help you pay your bill
- ✓ The likely cost of your future energy use and how this cost may be lowered
- ✓ Any government and non-government assistance (including Utility Relief Grants, financial counsellors and energy concessions) available
- ✓ How to set up a flexible payment arrangement to repay your arrears over not more than 2 years

If you **have arrears** but you're **unable to pay for the cost of your on-going energy usage**, we can give you advice about:

- ✓ The likely cost of your future energy use and practical assistance to help you lower your energy costs
- ✓ Any government and non-government assistance (including Utility Relief Grants, financial counsellors and energy concessions) available.
- ✓ Placing your arrears on hold for up to 6 months, with flexible payment options while working to lower energy costs
- ✓ Ongoing support available to you once your arrears on hold is payable

1st Energy's financial hardship policy setting out all our assistance measures is available on our website www.1stenergy.com.au or you can contact us to send you a copy.

Contact 1st Energy on 1300 426 594 between 9am to 5pm or email support@1stenergy.com.au to access or learn more about standard and tailored assistance

Community Support Services

Financial Counselling Australia
Ph 1800 007 007

National Debt Helpline
Ph 1800 007 007

Salvation Army
Ph 13 SALVOS (13 72 58)

St Vincent de Paul
Ph 03 9895 5800
Email: info@svdp-vic.org.au

Local Church, Community Centres or Community Organisations can also often help. Please refer to Department of Social Services (DSS) Grants Service Directory for a full list of providers in your area.

National Association of Community Legal Centres
Ph 02 9264 9595
Email info@naclc.org.au

Women's Legal service
Ph 1800 133 302
admin@womenslegal.org.au

Crisis support – Lifeline
Ph 13 11 14 (24 hours)
Depression or anxiety – Beyond Blue
Ph 1300 22 46 36 (24 hours)

Domestic violence and abuse – 1800respect
Ph 1800 737 732 (24 hours)

Drug and alcohol addiction – Counselling online
1800 888 236 (24 hours)

Gambling – Gambling Help online
1800 858 858 (24 hours)

Your local doctor can provide general advice and help and refer you to local services

*Tailored assistance is available for residential customers in Victoria only