

The right support, right when you need it.

If you're finding it difficult to pay your bill, please let us know.

As Canberra's local energy experts, we assist customers facing financial difficulty every day, and this won't change.

From short-term support to ongoing payment arrangements, we'll do what we can to help you keep the lights on. Just let us know what support you need.

I need some help to pay my quarterly energy bills

To make seasonal bills more manageable, there are a couple of things you can set up yourself at my.actewagl.com.au

1. Check that you're on the **best energy plan** for you. A simple update could save you money.
2. Make sure you're receiving any **concessions or rebates** that you're eligible for. We can help if you're unsure.
3. Request a **payment extension**.
4. Change your payment plan to direct debit **EvenPay**. EvenPay smooths your annual energy costs into smaller, predictable fortnightly or monthly payments. Think of it as an easy, regular payment plan. You'll always know how much you're going to pay, and when.



Also, be sure to check out our quick and simple tips on how to waste less and save more at actewagl.com.au/save-energy

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I'm under financial hardship and can't pay very much right now

If you think you're about to be disconnected, contact our local, dedicated team as early as possible on **13 14 93**.

Through our Energy Support Fund, you may be eligible for a \$100 credit on your electricity or gas account. Vouchers are distributed by our community partners, like Care Financial.

You can also ask us about our financial hardship program, Staying Connected. If accepted into the program, we'll work together to develop practical solutions to keep your energy connected, including a flexible payment plan that suits you, because no two situations are the same.

I've been affected by domestic or family violence

Our Enduring Support Scheme supports customers to manage their energy account while navigating a domestic or family violence situation. We'll provide a confidential and secure environment for you to discuss your needs and work together to develop a personalised solution.

Find out more about the Staying Connected program and Enduring Support Scheme at actewagl.com.au/stayingconnected



We're here for you
Connect with a local energy expert today.

actewagl.com.au | assist@actewagl.com.au | 13 14 93

