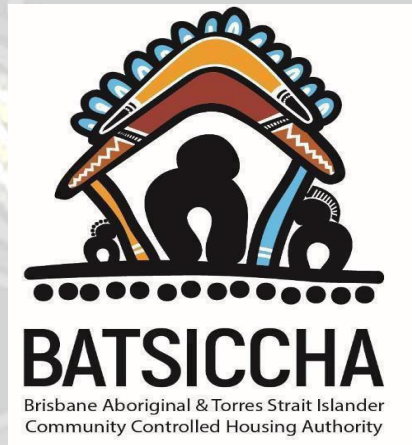




Resources for Contacting Energy Providers and Accessing Government Subsidies

Contacting Energy Providers for Assistance

If you're struggling with energy bills or have concerns about your energy account, here are resources to help:

1. Energy Made Easy

- A government-operated website providing information on comparing energy plans, understanding your rights, and managing issues with energy providers.
- **Important:** Energy retailers cannot disconnect your service if someone at the property relies on life-saving equipment (e.g., oxygen concentrators or dialysis machines).
- For more information, visit the Energy Made Easy website:
<https://www.energymadeeasy.gov.au>

2. Energy and Water Ombudsman Queensland (EWOQ)

- EWOQ offers free, fair, and independent dispute resolution services for energy-related issues. If you cannot resolve an issue with your energy provider, EWOQ can assist.
- **Contact Details:**
 - Phone: 1800 662 837
 - Website: <https://www.ewoq.com.au>

Applying for Government Subsidies

The Australian Government and state governments offer some rebates and programs to help with energy costs:

1. Energy Bill Relief Fund

- The Australian Government provides targeted assistance through the Energy Bill Relief Fund, reducing electricity bills for eligible households and small businesses.
- For details on eligibility and applying, visit:
<https://www.energy.gov.au/rebates/energy-bill-relief-fund>

2. Rebates and Assistance Programs

- Various programs exist to provide financial support for energy bills, including concessions for pensioners, low-income earners, and those with special needs.
- Find out what's available in your state or territory:
<https://www.energy.gov.au/rebates>

Households using life-saving medical equipment are protected under Australian energy laws:

1. Life Support Equipment Protections

- Energy retailers are legally prohibited from disconnecting electricity if they have been informed that life-saving equipment is used at the property.
- Ensure your energy retailer and distributor are aware of your situation and have it registered on your account.
- For more information, refer to the Australian Energy Regulator's (AER) guide:
<https://www.aer.gov.au/publications/reports/compliance/aer-life-support-registration-guide-2021>

If you need help with energy bills, access to rebates, or advice on your rights as a customer, these resources provide comprehensive support. For people in your home using life-saving equipment, let your energy provider know to make sure you are protected against disconnection.

References

1. Energy Made Easy. (n.d.). *Disconnections for life support equipment users*. Retrieved from <https://www.energymadeeasy.gov.au>
2. Energy and Water Ombudsman Queensland (EWOQ). (n.d.). *Contact us*. Retrieved from <https://www.ewoq.com.au>
3. Australian Government Department of Energy. (2024). *Energy Bill Relief Fund*. Retrieved from <https://www.energy.gov.au/rebates/energy-bill-relief-fund>
4. Australian Energy Regulator. (2021). *Life Support Registration Guide*. Retrieved from <https://www.aer.gov.au/publications/reports/compliance/aer-life-support-registration-guide-2021>