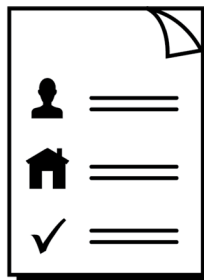


Help to pay your energy bills



Easy Read

About this booklet



This booklet is from Momentum Energy.

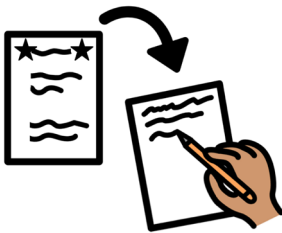


This booklet is written in a way that is easy to understand.



You can read more information about this topic on our website at

momentum.com.au/payment-assistance-policy



We add a star before and after *hard words*. Then we explain what the words mean.

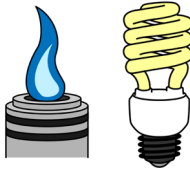


You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.

Energy is important



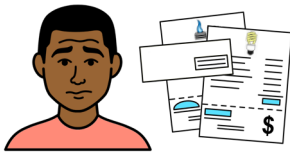
Energy is an important service.

When we say energy, we mean gas and electricity.

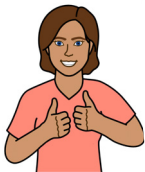


Access to energy helps people to be part of their community.

We want everyone to access energy services.



We understand that you might need help to pay your energy bills.

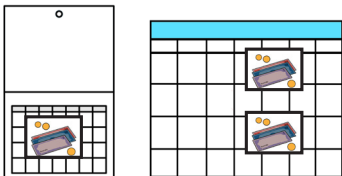


We help you to pay for your energy in a way that works for you.

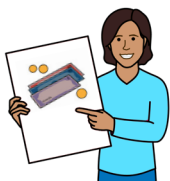
For example



- *flexible payments*



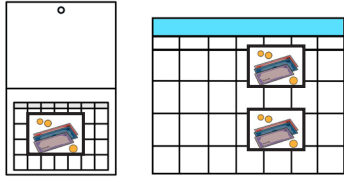
- *payment plans*



- other support services.



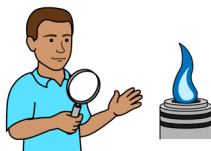
Flexible payments means you can pay your energy bills in different ways.



Payment plans help you manage your energy bills.

For example, you might choose to pay smaller amounts each month.

Our goals



We will

- help you manage your energy use



- help you manage your energy bills



- give you extra help if you need it

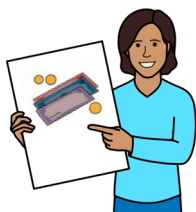


- be fair



- treat you with respect.

How can we help?



We have a program called Keeping Momentum for customers who need help to pay their energy bills.



If you need help to pay your energy bills, you can call us.



We will ask you some questions and find a good way for you to pay your bills.

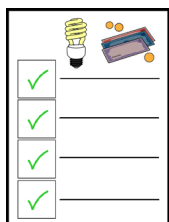


You can allow someone you trust to help you. For example, we can talk to a family member or support worker.



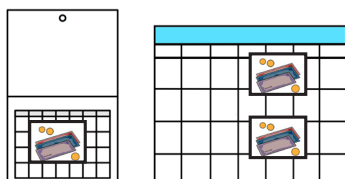
When you are in the Keeping Momentum program you will only need to talk to staff in the Keeping Momentum team.

What you must do

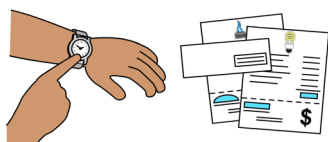


There are things you can do to manage your energy use and payments.

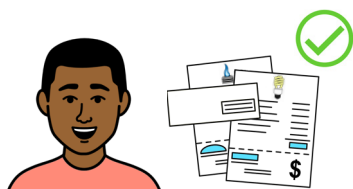
If you want to be part of the Keeping Momentum program, you must



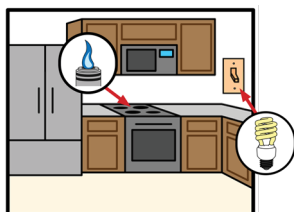
- agree to make a payment plan



- follow the plan and pay your bills on time



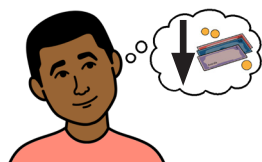
- tell us if things change
 - for example, if you do not need help to pay your bills any more



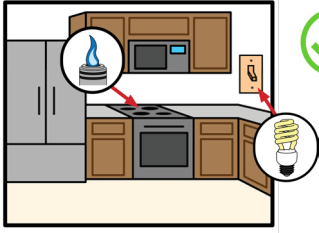
- let us check the energy use at your home



- work with other groups if needed



- try new ideas to lower your energy costs.



If you follow the program

- your energy services will **not** be cut off

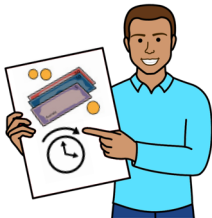


- you will **not** be contacted by
debt collectors.

Debt collectors are people who ask you to pay your bills.

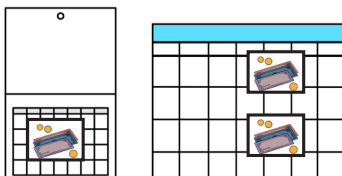
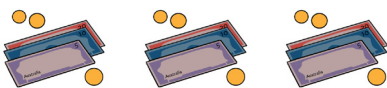
We can help in different ways

Help to keep paying your bills



If you need help to keep paying your energy bills on time, we can

- organise set payment amounts for a certain time
 - for example, 1 year



- set up a payment plan

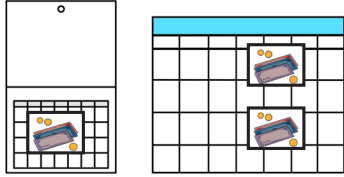


- give you more time to pay a bill.



Help if you have missed a payment

If you have missed a payment, we can



- organise for you to pay the money in small amounts over 2 years



- help you find different ways to pay the money



- help you find ways to lower your energy costs



- tell you about other services that might help
 - for example, Centrepay.

Help if you are living with family violence



Family violence is **not** ok.

We can help.



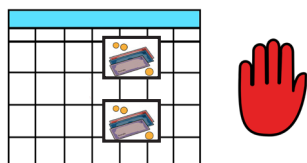
Visit

momentumenergy.com.au/FVsupport

Help if you find it hard to pay your bills



If you find it hard to pay your bills, we can make some changes for 6 months.



For example, we can

- put your payments on hold



- charge you less while you find ways to lower your energy costs.

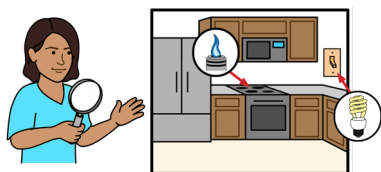


You can ask us to explain the amount you will need to pay in the future.



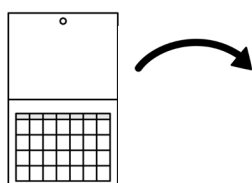
If you miss payments, we will work with you to make a good plan.

We will clearly explain the plan to you.



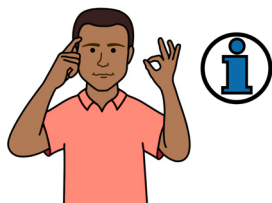
We might be able to

- check your home and give you ideas about how to lower your energy costs



- help you for more than 6 months.

How we communicate with you



We write clear information so you know when to pay your bills and how to pay your bills.



It is good to contact us early if you find it hard to pay your energy bills.



We can make a good plan together.



If you do not pay a bill, we will contact you to see if we can help.

Your privacy



We follow the laws and rules about privacy.

You can read our privacy policy.



Visit

momentumenergy.com.au/privacy-policy

How to make a complaint



We follow the laws and rules about managing *complaints*.



A complaint is when a person is not happy and they tell someone about it.



We try to fix the problem as soon as we hear about it.



If you are not happy with how we manage your complaint, you can email us.



Email info@momentum.com.au



If you are still not happy, you can contact the Energy and Water Ombudsman or EWOV.



Call 1800 500 509



Email ewovinfo@ewov.com.au



More information



For more information, contact
Momentum Energy.



Website

momentum.com.au/payment-assistance-policy



Call 1800 627 228

Email info@momentum.com.au



National Relay Service

If you need help to hear or speak, contact
the National Relay Service.

Call 1300 555 727

Website

communications.gov.au/accesshub/nrs



TTY

Speak and Read, Type and Read and
Type and Listen Service.

Call 13 36 77



Language Help

For languages other than English

Call 1800 497 170

Monday to Friday

from 8 am to 7 pm.

Arabic

للحصول على مساعدة في اللغة، يُرجى الاتصال على الرقم 1800 497 170

Persian

برای دریافت کمک به زبان های دیگر، لطفاً با شماره 1800 497 170 تماس بگیرید

Simplified Chinese

如需语言协助, 请致电 1800 497 170

Traditional Chinese

若需語言方面的幫助, 請致電 1800 497 170

Vietnamese

Để được giúp đỡ về ngôn ngữ, vui lòng gọi số 1800 497 170

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