



GAS & ELECTRICITY

UTILITY RELIEF GRANT SCHEME

gas, electricity, water

Ph. 1800 658 521,

Website: services.dffh.vic.gov.au/utility-reliefgrant-scheme

HARDSHIP ALLOWANCES ARE AVAILABLE

Ask your provider.

Reasons for hardship can include:

Family death, unemployment, family illness, reduced income, domestic & family violence, and natural disaster.

Company	Hardship Phone Numbers	Email Website Link	Mail Live Chat
Simply energy	1800 065 475	simplyenergy.com.au/contact-us	Live chat simplyenergy.com.au
Momentum Energy	1300 662 778	https://www.momentumenergy.com.au/	
Alinta Energy	1300 721 753	alinta.assist@alintaenergy.com.au	Interpreter 1300 297 727
Tango Energy	1800 010 648	https://www.tangoenergy.com/	
AGL	131 245	https://www.agl.com.au/	Interpreter 1300 307 245
Energy Australia	133 466	https://www.energyaustralia.com.au/	
Origin Energy	1300 980 711	https://www.originenergy.com.au/	
Red Energy	131 806	https://www.redenergy.com.au/	
Lumo Energy	1300 115 866	https://www.lumoenergy.com.au/help/payment-difficulty.html#hardship	
GloBird Energy	133 456	customerservice@globirdenergy.com.au	PO Box 398, Ringwood Vic 3134
Dodo	1300 907 283	financialhardship@dodo.com.au	Dodo Financial Hardship Case Manager, PO Box 631, Collins Street West Melbourne, VIC 8007
1st Energy	1300 426 594	support@1stenergy.com.au	
Blue NRG	1300 599 888	https://www.bluenrg.com.au/uploaded/Blue%20NRG%20Hardship%20Policy_19.05.20.pdf	Interpreter 13 14 50