



# Cost of Living Utilities Toolkit

HOW TO SAVE MONEY WITHOUT  
COMPROMISING YOUR LIFESTYLE

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# UTILITY COMPANIES

Every year you should check in with your utility company and see if they can give you a better rate. Usually they can. All you have to do is ask.

If you are finding it a struggle to pay your utility bill, you can call your provider and

- request a payment plan
- extension
- or they may even waive a portion of your bill





# TELCO COMPANIES

## HARDSHIP ALLOWANCES ARE AVAILABLE

for those requiring assistance.

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
Amaysim	1300 808 300	<a href="mailto:credit@amaysim.com.au">credit@amaysim.com.au</a>	Financial Hardship Applications, PO Box R567 Royal Exchange NSW 1225
Belong	1300 235 664	<a href="https://www.belong.com.au">https://www.belong.com.au</a>	
Circles.Life	1300 863 004	<a href="https://circles-legal.s3-ap-southeast-1.amazonaws.com/au/circles.life-financial-hardship-application.pdf">https://circles-legal.s3-ap-southeast-1.amazonaws.com/au/circles.life-financial-hardship-application.pdf</a>	
Dodo	1300 907 283	<a href="mailto:financialhardship@dodo.com.au">financialhardship@dodo.com.au</a>	Dodo Financial Hardship Case Manager, PO Box 631, Collins Street West Melbourne, VIC 8007
Felix		<a href="https://help.felixmobile.com.au/support/solutions/articles/51000293012-financial-hardship-policy">https://help.felixmobile.com.au/support/solutions/articles/51000293012-financial-hardship-policy</a>	
iinet	13 22 58	<a href="https://www.iinet.net.au/chat/financialhardship">https://www.iinet.net.au/chat/financialhardship</a>	
Kogan	1300 056 426	<a href="https://www.koganmobile.com.au">https://www.koganmobile.com.au</a>	
Moose	(07) 3193 9400	<a href="mailto:admin@moosemobile.com.au">admin@moosemobile.com.au</a>	
Optus	1300 308 839	<a href="https://www.optus.com.au">https://www.optus.com.au</a>	
Tangerine	1800 211 112	<a href="https://www.tangerinetelecom.com.au">https://www.tangerinetelecom.com.au</a>	Live chat/ whatsapp. +61 429 637 422
Telstra	1800 531 951, Multilingual number 1800 241 600	<a href="https://www.telstra.com.au/forms/financial-hardship-assistance">https://www.telstra.com.au/forms/financial-hardship-assistance</a>	
TPG	1300 056 356	<a href="https://www.tpg.com.au/services/financialhardshipform">https://www.tpg.com.au/services/financialhardshipform</a>	
Vodafone	1800 185 289	<a href="mailto:financial.hardship@vodafone.com.au">financial.hardship@vodafone.com.au</a>	



# GAS & ELECTRICITY

## UTILITY RELIEF GRANT SCHEME

gas, electricity, water

Ph. 1800 658 521,

Website: [services.dffh.vic.gov.au/utility-reliefgrant-scheme](https://services.dffh.vic.gov.au/utility-reliefgrant-scheme)

## HARDSHIP ALLOWANCES ARE AVAILABLE

Ask your provider.

Reasons for hardship can include:

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



THE SOCIAL BLUEPRINT

# WATER & SOLAR

## 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.

## UTILITY RELIEF GRANT SCHEME

Ph. 1800 658 521

Website: [services.dffh.vic.gov.au/utility-reliefgrant-scheme](https://services.dffh.vic.gov.au/utility-reliefgrant-scheme)

Company	Notes	Hardship Phone Numbers	Website Link	Email
South East Water	South East Water have a variety of payment support options and concessions.	9552 3540	<a href="https://southeastwater.com.au/residential/accounts-and-billing/financial-assistance/">https://southeastwater.com.au/residential/accounts-and-billing/financial-assistance/</a>	customer@sew.com.au
Solar Battery Loans	Interest-free loans of up to \$8,800 are available to help eligible Victorian households reduce the upfront costs of installing a solar battery.	1300 376 393 - Monday to Friday 9:00am-5:00pm (except public holidays)	<a href="https://www.solar.vic.gov.au/solar-battery-loan">https://www.solar.vic.gov.au/solar-battery-loan</a>	



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