



Dodo Energy Assistance Program

**Are you finding it hard to pay your bill?
We're here to help.**

What is the Dodo Energy Assistance Program?

The Dodo Energy Assistance Program helps support customers who have fallen behind with paying their bills and are facing financial difficulties.

How can we help?

We provide advice and support on a range of payment plans:

- plans that are based on a forecast of your energy usage up to 12 months.
- plans that incorporate your current debt and ongoing energy usage up to two years.
- plans that cover your usage only, while putting your debt on hold for up to six months.
- plans that are set up of equal amounts over a regular period. This can be set up weekly, fortnightly, or monthly depending on your preferred frequency of payment.

Once your payment plan has been confirmed we'll send you the plan details, which includes –

- the date and the amount you have agreed to pay per week, fortnight, or month.
- how long your payment plan will be in place for.
- six days for you to digest and accept the payment plan, including a date for you to let us know if you've changed your mind.
- when we will be in contact to review your payment plan and make sure it is still the right plan for you.

Practical assistance to help you lower your energy costs, including:

- tips and advice on how you can use energy efficiently.
- an over the phone energy audit, to assist you with understanding what appliances in your home could be contributing to an increase in your energy costs.

Best offer sales plan

- recommendations on the right sales plan and tariff to help you with future energy bill costs (this is based on your usage history, if available).

Financial counselling

- referral to a free financial counsellor in your area.

Government grants

You may be eligible to access Government Grants to help you with your bills.

Victoria – Utility Relief Grant

- You can receive up to \$650 for each utility account (electricity and gas) from the Victorian Government every two years.
- We can assist you by completing the application over the phone with you or if you prefer, we can send you the application form via your preferred contact method (email or post), so you can fill it out yourself.
- You can find details about the Utility Relief Grant on The Department of Families, Fairness and Housing website:
services.dffh.vic.gov.au/utility-relief-grant-scheme

Concessions

You may be eligible for concessions to help you with your bills. You can find details about this type of assistance on The Department of Families, Fairness and Housing website:
services.dffh.vic.gov.au/energy

Would you like to know more?

If you'd like more information, please call the Dodo Energy Assist team on **1300 773 895**, Monday–Friday, 9am–5pm AEST.

Or to download a copy of the Victorian Dodo Power & Gas Energy Assistance Program policy, please visit: **dodo.com/energy/paymentassistance**