



Hardship policy

We are the Energy Account Support & Enquiries team

We understand that from time to time, customers may find it difficult to make payments on their energy bill.

That's why we have developed this policy and subsequent procedures to ensure that, where identified, our customers are not disadvantaged and continue to have access to an essential service.

Our Hardship Policy is aimed at assessing a customer's situation and working collaboratively with them to establish affordable payment arrangements that are equitable and sustainable, with the ultimate goal of getting the customer back on track.

What does the Energy Account Support & Enquiries team do?

We will assess your needs and financial position with the aim of providing the most appropriate support, including access to government assistance and concessions where suitable.

We liaise with financial counsellors, Government departments and customers directly, and have specialist training and knowledge to assist with your needs.

We can also provide you with alternative payment options and payment plans customised to your situation. It's our aim to establish a fair and affordable payment solution to help you get your energy

account back on track. We can also assist in arranging payments via Centrelink's facility, Centrepay.

Entry into the program

Initially, we accept your case on face value whilst you assess your circumstances before entering the program. Once you have entered the program, you will be monitored on an ongoing basis to ensure that all available benefits are provided to assist you.

Who is eligible?

Eligible customers can be identified either by self-assessment, an independent accredited financial counsellor or through contact with Lumo Energy staff.

Program criteria may include, but is not limited to:

- Self-identification;
- Identified changes in personal circumstances;
- Loss of income;
- If a financial counsellor has contacted Lumo Energy on behalf of a customer.

The above list is not exhaustive and each customer will be managed in accordance with their individual circumstances.

Participation in the program

We require your full participation where possible, with all of the requirements of the program.

This can include, but is not limited to:

- Information regarding financial capacity, whether directly or indirectly required by Lumo Energy;
- Access to conduct energy audits or information regarding the use of appliances.



Customer rights and responsibilities

Whether experiencing financial difficulties on a short or long term basis, you have the right to:

- Be treated sensitively and on a case-by-case basis;
- Choose from various payment methods;
- Receive written confirmation of the agreed payment arrangement within 10 business days;
- Renegotiate the terms of your arrangement if your circumstances change;
- Receive a language interpreter service at no cost;
- Be provided with energy efficiency advice and options, including energy field audits and options to upgrade/purchase electrical and gas appliances;
- Be shielded from legal action, disconnection and additional debt recovery costs.
- Receive at no cost to you (the customer), timely, independent, financial counselling from an accredited financial counsellor.

You need to assist us by:

- Budgeting, as much as reasonably possible, to meet the cost of your energy needs and arrears;
- Taking practical steps to keep energy use to responsible levels and within your financial means and;
- Progressively remain in contact with us to ensure that we are collectively informed of the progress, and similarly, any changes that may impact on the performance of your participation in the program;
- Actively engaging with your financial counsellor.

How do I find out more?

Call our Energy Account Support & Enquiries team on 1800 989 321 for further assistance.

Will my information be kept confidential?

In accordance with Lumo Energy's Privacy Policy and the Privacy Act 1988, all information gathered by Lumo Energy will be treated as confidential and handled with the utmost care and respect. Our policy is to ensure that any customer seeking assistance under this policy is also treated with courtesy, respect and dignity.

What if I have a complaint?

Complaints can be either raised directly with Lumo Energy staff and/or referred to an external dispute resolution body.

Please refer to the Customer Complaint & Dispute Resolution Policy on our website: lumoenergy.com.au/help-centre/complaint-handling

If you need an
Interpreter
Call 1300 171 764

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Dịch vụ thông dịch
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خدمات ترجمه
傳譯服務



Energy Account Support & Enquiries
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