

Important information

Tailored Assistance - Your entitlements

As a residential customer in Victoria or business customer experiencing financial stress attributable to the coronavirus pandemic whose account is in arrears, you are entitled to minimum standards of flexible and practical assistance to make it easier to pay for ongoing energy use, repay arrears and lower your energy costs. These entitlements are described below, and in detail in our Bills Assist Policy at sumo.com.au/payment-assistance-vic

Assistance measures may include:

- a payment plan with weekly, fortnightly or monthly payments based on what you can afford, where your arrears are paid off over a period of up to 2 years
- advice about payment options that would enable you to repay your arrears over not more than 2 years, including via Centrepay
- advice about the likely cost of your future energy use, and how to reduce this cost
- information about any government or non-government assistance you may be entitled to, including available concessions, government grants (such as the Utility Relief Grant Scheme, for which we can apply for you if you ask us to) and other support agencies or schemes available to help you meet your energy costs
- practical assistance to help you reduce your energy costs, including the tariff that is most likely to minimise your energy costs, based on what we know about your usage and payment history
- honouring pay-on-time discounts where you are late in paying.

If you cannot pay the full cost of your ongoing energy use, we will also offer the following additional support measures:

- practical assistance to help you reduce your energy costs including, but not limited to:
 - practical assistance to help you reduce your use of energy, based on your pattern of energy use and on the circumstances of where you live and the ability to take action in reducing your energy usage
 - information about how you're going at reducing your energy costs, given at sufficient intervals for you to be able to adequately assess your progress.
- offering an initial period of six months where repayment of your arrears is put on hold, and you pay less than the full cost of your ongoing energy use while working to lower that cost. In these circumstances, we will add any amount unpaid for energy use to your arrears.

For full details of the assistance available to you, call us, or read our Bill Assist Policy at:

sumo.com.au/payment-assistance-vic

For more information about assistance provided by government or community services, visit:

sumo.com.au/payment-assistance-vic

You can also access information directly about support available from the following services:

- National Debt Hotline - ndh.org.au or 1800 007 007
- Moneysmart - moneysmart.gov.au or 1300 300 630
- Concessions - services.dhhs.vic.gov.au/concessions-and-benefits or 1300 650 172