

BusinessPlus+ Newsletter

Issue – April 2020

Energy Bill Problems

The Australian government has released some commentary on options available if a business is struggling to pay energy bills because of the impacts of the COVID-19 coronavirus. The commentary advises as follows:

If you cannot pay your bill on time and you have received a disconnection notice contact your retailer to find out how they can help. The retailer may be able to:

- delay payment
- allow you to pay your bill off in smaller amounts
- avoid disconnection

If you're not satisfied after speaking to your provider, contact the Energy Ombudsman in your State or Territory. The Ombudsman is a free and independent dispute resolution service.

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