



Fact Sheet

Contact us

Energy
Ombudsman
Tasmania

1800 001 170

Level 6
86 Collins St
Hobart

Disconnections and restriction of supply

If your bill is overdue and/or you have received reminder notices, you should contact Aurora Energy or TasGas Retail immediately.

All energy providers are required to have affordability or hardship programs to assist you with flexible payment arrangements to keep you connected.

- ▣ Your provider will only disconnect your supply as a last resort, and only after they've followed the rules about disconnecting.
- ▣ You must keep your contact details up to date so you can be notified of any risk of disconnection.

What are the rules?

Prior to disconnecting your energy supply your provider must:

- send you a reminder notice
- send you a disconnection warning notice
- try to contact you after the disconnection notice (this could be by phone, text message or email).

If your provider could not contact you, or if they contacted you but you did not agree to a payment arrangement, your provider can disconnect your supply.

It is your obligation to ensure your contact information is up to date with Aurora Energy or TasGas Retail so you can be notified of any risk of disconnection.



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How to avoid disconnection

Speak openly with your Aurora Energy/ TasGas Retail about what you can afford to pay. You can either ask for an extension of time to pay or a formal payment plan. You should not agree to a payment plan that you can't afford.

If your provider is not willing to offer you an affordable payment plan, you can ask to speak to their hardship team, or you can contact the Energy Ombudsman to make a complaint.



You may not want to discuss your financial circumstances with your energy provider, but it's important they are aware of your circumstances so they can offer the appropriate level of assistance.

What to do if your supply has been disconnected

If your supply has been disconnected you need to contact your provider straight away and discuss what you need to do to get reconnected. Your provider may ask for a lump sum payment and/or commitment to a payment plan before they reconnect your supply.

Your provider is required to offer you at least two payment plans in a twelve month period, if you ask.

If you cannot afford the amount your provider wants you to pay, ask to speak to their hardship team.

It is not the Energy Ombudsman's role to negotiate reconnection arrangements on your behalf.

You may also need to contact a financial counsellor for assistance.

When is disconnection not allowed?

There are times when your provider can't disconnect your electricity or gas supply, even if you owe them money. These are:

- before 8:00 am or after 3:00 pm
- on a Friday, during the weekend, a public holiday or the day before a public holiday
- on or between 20 December and 1 January

Contact us



**Energy Ombudsman
Tasmania**

Call us on 1800 001 170
Email us energy.ombudsman@ombudsman.tas.gov.au
Visit us at Level 6, 86 Collins Street, Hobart

- when you are making payments agreed to as part of a formal payment plan
- when you have a formal complaint with your provider or with us about the amount owing (either your provider or we will confirm with you that there is a hold on disconnection activity)
- for non-payment of arrears less than \$300 where you have agreed to repay that amount
- where the premises are registered as having life support equipment. You must provide documentation from your doctor to confirm the life support equipment at the premises (electricity only).

Getting reconnected

Once you agree to an arrangement, your provider will arrange for your supply to be reconnected.

You will be charged fees for disconnection and reconnection, unless you have been wrongfully disconnected.

Do you need more information?

- ▣ Contact us on 1800 001 170.
- ▣ Visit our website www.energyombudsman.tas.gov.au.
- ▣ Contact Aurora Energy on 1300 13 2003.
- ▣ Contact TasGas on 1800 438 427.