

Residential Customer Hardship Policy – People Assist Program

Standard Assistance – Where Debt is less than \$55

Option 1: Extend Payment due date

- You can extend the Payment due date by calling People Energy.

Option 2: Pay Smaller Amount more often

- Different Payment options are available to make the payment. Example BPAY, direct debit, Australia Post and center pay

Option 3: Delay Payment of a bill (Once per year)

- You can do this once per year.

Option 4: Options for making payments at different intervals (e.g. Monthly or fortnightly)

- Pay in advance when you have the money.

Tailored Assistance – Where Debt is greater than \$55

We have number of different Tailored Assistance options available, please contact People Energy on 1300 788 970 (Energy Assist Team) to obtain the relevant option that suits your Financial needs.