

## Energy payment difficulty and hardship support ([centralvillagenewcastle.com.au](http://centralvillagenewcastle.com.au))

Central Village Newcastle understands that residents may sometimes find it difficult to pay an energy bill because of illness, bereavement, family violence, unemployment, reduced income or another unexpected change in circumstances.

Please contact us as early as possible. We will listen to your circumstances and work with you fairly and reasonably to identify suitable support. This may include a payment extension, a flexible payment plan, information about rebates and concessions, free financial counselling referrals and practical energy-saving information.

You may ask a support person, financial counsellor or other authorised representative to contact us for you. We will need your permission before discussing your account with them.

### Contact Central Village

- Telephone: 02 4062 0582
- Email: [admin@centralvillagenewcastle.com.au](mailto:admin@centralvillagenewcastle.com.au)
- In person: Central Village management office during published office hours

### What happens after you contact us?

- We will discuss your circumstances and the amount you can reasonably afford.
- We will explain the available options and aim to tell you what support can be provided within 14 days of the initial discussion.
- Any agreed payment plan will be confirmed in writing.
- Please contact us promptly if your circumstances change or you miss a payment so that we can review the arrangement.

### Independent help and complaints

Please raise any concern with Central Village first. If the matter is not resolved to your satisfaction, or you would like free independent advice, you can contact the Energy & Water Ombudsman NSW (EWON) on 1800 246 545 or visit [www.ewon.com.au](http://www.ewon.com.au).

Free financial counselling is also available through the National Debt Helpline on 1800 007 007 or at [ndh.org.au](http://ndh.org.au).

A free copy of our full Energy Hardship Policy is available on request.