

Energy Accounts Payment Assistance (EAPA)

Help paying your electricity and gas bill during financial hardship

Are you having difficulty paying your household electricity or natural gas bills because of a short-term financial hardship, crisis or emergency?

If you are facing:

- loss of income
- unexpected medical costs
- natural disaster (bushfire, drought or flood)
- disconnection from your energy supplier

you could be eligible for a one-off payment to help pay your electricity or natural gas bill.

info

Contact your energy provider as soon as you think you might have trouble paying an energy bill to keep your electricity and natural gas connected. All energy providers in NSW have programs to help customers facing financial hardship, like payment extensions or payment plans.

If you can't work it out with your energy provider, make an appointment for an EAPA assessment and let your energy provider know.

By law, your energy provider is not allowed to disconnect you if they know you have an appointment booked for an EAPA assessment.

Eligibility

To be eligible for EAPA you must:

- live in NSW
- have an electricity or natural gas account for your home in NSW
- be the account holder (the account and bill must be in your name)
- not have paid your most recent bill and the account is still open
- be experiencing a short-term financial hardship, crisis or emergency and unable to pay your most recent energy bill.

If you are assessed as eligible, your energy provider will apply EAPA directly to your energy account.