

We are reviewing your electricity protections



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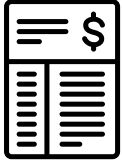
More information

<https://bit.ly/OG-ECPF-review>



- Do you think these electricity protections meet your needs?
- What other protections would you like to see?
- Would you like to talk to us about your electricity protections?

Billing and payment



- You get your electricity bill at least every three months.
- Your bill describes what you are paying for.
- You have 12 business days to pay.
- You can ask your supplier to check your bill if you think it's wrong and get a fair response.
- You can pay your bill in person or by mail.
- Some people can also pay by direct debit or CentrePay.
- If you need help paying, you can ask to make a payment plan.
- If you make a payment plan and keep making payments, your electricity won't be cut off.

Interruptions



- You will get a written notice if your electricity will be off for a while.
- If you don't get a notice, you can ask why your electricity was off.

Disconnections



- If your electricity gets cut off because you haven't paid, you can make a payment plan.
- When you have made a payment plan, you can ask for your electricity to be put back on.
- You will get your electricity back that day or the next business day.

Complaints



- You can complain about your bill or service to your supplier.
- Your supplier must respond to your complaint within a month.
- If you are unhappy with their response, you can ask the SA Energy and Water Ombudsman to help. <https://ewosa.com.au/>

Prepaying for your electricity

Your electricity supplier may soon offer you the choice to prepay. With prepay, you pay for your electricity before you use it, instead of paying after you've used it and when you get your bill.

If you choose to prepay, your supplier must:



- explain how prepay works and tell you all the costs
- get your consent to prepay
- tell you how to use the prepay method on your meter, so you can see how much credit you have left
- give you some emergency credit if your prepayments run out
- keep your electricity connected on weekends and before 10am and after 3pm on weekdays, even when your prepayments and emergency credit have run out
- change you back to post-payment without any cost, so you can pay after you use your electricity.