

# It's okay to ask for help.

## Your Energy Support (YES) Program

We understand that from time to time our customers experience financial difficulties and may need some extra help.

Our Your Energy Support (YES) program will give you the support you need, when you need it most.

Designed to help you understand and take control of your energy use, our YES team will help you with energy saving tips and tools, budgeting advice and tailored, flexible and affordable payment plans to help you get on top of your power bill.

If you're struggling, you can call us directly or through a third party, such as a financial counsellor or a welfare agency.



## What we do

- treat you with respect
- make sure your payment plan is fair and reasonable
- check in with you regularly
- help you find a financial counsellor
- give you information about government grants and concessions
- share up-to-date energy efficiency advice
- give you energy auditing services over the phone.

## What we ask of you

- keep up with your payment plan, and tell us if you can't make a payment
- cut down your energy use
- let us know if anything changes
- stay in touch with the YES team.

## Are you eligible for YES?

You may be eligible for the YES program if you:

- are an Aurora Energy residential customer
- are in financial difficulty
- have an amount outstanding on your Aurora Energy account
- can make payments towards your energy account
- can actively participate in YES, including energy audits, seeking help from welfare organisations, and actively lowering your energy use.

Our team have worked with a range of people to help them get on top of energy costs and we know we can help you.

## We're here to help

Call our YES team from 9am to 4:30pm Monday to Friday on **1300 102 010**.

If you need an interpreter you can contact Translating and Interpreting Services (TIS) on **131 450** at no cost.

A full copy of Aurora Energy's Hardship Policy can be found at [auroraenergy.com.au](http://auroraenergy.com.au). Or a free copy can be posted if you call us on **1300 132 003**.