

ENERGY RETAILERS' HARDSHIP PROGRAMS and CONTACT DETAILS

ENERGY RETAILER	HARDSHIP PROGRAM	CONTACT DETAILS
AGL	Staying Connected Program	131 245 133 677 TTY (hearing impaired service)
Alinta Energy	Financial Hardship Policy	1300 282 613
Click Energy	Payment Difficulties	1800 775 929
Diamond Energy	Hardship and Payment Difficulties	1300 838 009
Energy Australia	Hardship Policy	133 466 1300 622 718 Interpreter service 1300 368 536 TTY (hearing impaired service)
Lumo Energy	Hardship Policy	1300 951 298
Momentum Energy	Keeping Momentum	1300 662 778
Origin Energy	Power On Program	132 461 Natural gas and electricity customers 133 574 LPG customers 1300 137 427 Interpreter service
Pacific Hydro	Hardship Policy	1800 010 648
Power Direct	Staying Connected Program	1300 307 966
QEnergy	Staying ON Program	1300 698 992
Red Energy	Hardship Policy	131 806
Sanctuary Energy	Customer Hardship Assistance Program	1800 109 099
Simply Energy	Hardship Policy	138 808