

Sample disconnection warning notice for embedded networks

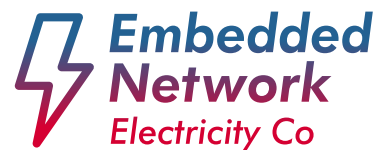
August 2020

Important: This sample disconnection warning notice only relates to disconnection for non-payment of a bill. It is only for exempt sellers in the VD1, VD2, VD7, VR1, VR2, VR3 and VR4 exemption categories. These exemption categories include selling to customers in embedded networks such as apartment buildings, retirement villages, caravan parks, lifestyle villages, manufactured home estates and rooming houses. The figures and dates in this sample notice are for illustrative purposes only.



0042

JANE CITIZEN
1/100 MAIN STREET,
MELBOURNE VIC 3000



ABN 12 345 678 123
Enquiries: 9977 1234
Faults and emergencies: 9977 1234

ACCOUNT NUMBER	INVOICE NUMBER	ISSUE DATE
123456789	123456	DD MMM YYYY

Disconnection warning notice

We did not receive payment of your electricity bill totalling \$XXX.XX by XX DATE.

We're writing to remind you to pay your bill to avoid disconnection. Please pay \$XXX.XX by XX DATE. **1**

If we do not receive payment by XX DATE, we may disconnect your electricity supply for non-payment of your bill. If you have a smart meter installed, the disconnection may be completed remotely. Please contact us by XX DATE to avoid disconnection of supply and to discuss what assistance may be available to you.

If you are disconnected, you may be charged a reconnection fee.

This date must be at least six business days after the date of issue.

Payment difficulties

If you are experiencing difficulty in paying your electricity bill, or if you have a complaint or dispute, please contact us on XX PHONE NUMBER XX or email us at XX EMAIL ADDRESS XX. If you are having difficulty paying, you are entitled to assistance under Victoria's Energy Retail Code, including a payment arrangement and a range of other assistance.

Government and non-government assistance

You may be entitled to an electricity concession or utility relief grant. Contact the Victorian Department of Health and Human Services for more information: www.dhhs.vic.gov.au or call 1800 658 521.

There may also be assistance for eligible customers from the Commonwealth Department of Human Services. Call 13 62 40 or visit www.humanservices.gov.au for more information.

Other community organisations may be able to offer assistance:

- Salvation Army: call 13 72 58 or visit www.salvationarmy.org.au
- Anglicare: call 13 26 22 or visit <https://www.anglicarevic.org.au>.

Free assistance is also available from financial counsellors. Visit the National Debt Helpline at <http://www.ndh.org.au/> or call 1800 007 007.

Energy and Water Ombudsman (Victoria)

If you have a complaint, you have the right to contact the Energy and Water Ombudsman (Victoria):

- Freecall: 1800 500 509
- Email: ewovinfo@ewov.com.au
- Web: www.ewov.com.au