

Financial Hardship Policy

At Utility Shop, we value our customers' well-being. We understand that sometimes, due to circumstances beyond your control, it may be difficult to pay your energy bill by the due date.

We know energy supply is critical to running the household so a disconnection would be disruptive and distressing. For this reason, we choose to work with those facing difficulties to find a solution that works. Disconnection is something we'll consider only when other alternatives have failed.

Our Financial Hardship Policy is part of the training for all Utility Shop staff. The policy outlines our approach to helping customers who are facing difficulties to resolve immediate payment difficulties and adopt better practices for the future. Managing your energy bills in a different way may help reduce or eliminate the risk of disconnection.

You can get a copy of our policy by contacting us directly by phone **08 7200 1030** or mail (PO Box 193 Fullarton SA 5063) or on this website www.utilityshop.com.au.

If you're struggling to pay your energy bill, don't wait: contact us now on **08 7200 1030** so we can help you find a solution and put your mind at rest.