



# Disconnection and reconnection

Energy is an essential service and disconnection is the last alternative. This fact sheet describes the circumstances in which an energy retailer may disconnect your energy supply. It explains the rules and procedures the retailer must (by law) follow. And it explains – if you *have* been disconnected – how to get reconnected as quickly as possible.

## Disconnection

### Why might your energy supply be disconnected?

There are several reasons why an energy retailer may decide to disconnect your energy supply. The main reasons are:

- you have not paid, or made arrangements to pay, an overdue amount on your bill
- you have not paid, or made arrangements to pay, the security deposit on a new account
- you are on a payment plan but have not made the agreed payments
- it has not been possible for someone to enter your property to read the meter.

### What are the rules for disconnection?

Retailers are not allowed to disconnect your energy supply without meeting certain requirements and without warning. There are strict rules and procedures governing disconnection. Here are some of the main ones.

### Before retailers are allowed to disconnect you, they must...

- make a reasonable attempt to notify you in advance that they are intending to disconnect your energy supply
- give you the option to go on a payment plan
- advise you that government-funded assistance (such as Energy Accounts Payment Assistance, or EAPA) is available.

### Retailers are *not* allowed to disconnect you if...

- it is a Friday, Saturday or Sunday
- it is a public holiday, the day before a public holiday, or the days between 20 December and 31 December
- it is before 8am or after 3pm on any day
- you have notified them that someone in your house uses life support equipment requiring electricity
- you have told them you have an appointment with a Community Welfare Organisation (CWO) to discuss EAPA assistance.

- you have lodged a complaint relating to the disconnection with the Energy & Water Ombudsman NSW (EWON) or your retailer that the complaint has not been resolved
- your outstanding amount is less than \$300 and you have agreed to repay the amount.

## Reconnection

### If your energy supply has been disconnected...

- contact your energy retailer immediately and discuss how to get reconnected as soon as possible - usually this involves paying some money towards your account or agreeing to a payment plan.

### If you need help making an immediate payment towards your account...

- contact a CWO and ask if you are eligible for EAPA vouchers. A list of participating CWOs is available on our website at [www.resourcesandenergy.nsw.gov.au](http://www.resourcesandenergy.nsw.gov.au)

### If you want help negotiating a realistic payment plan...

- contact EWON.

## Energy & Water Ombudsman (EWON)

Office hours are 9am–5pm, Monday to Friday

freecall	1800 246 545*
freefax	1800 812 291
freepost	Reply Paid 86550 Sydney South NSW 1234
email	<a href="mailto:complaints@ewon.com.au">complaints@ewon.com.au</a>
website	<a href="http://www.ewon.com.au">www.ewon.com.au</a>
interpreter services	131 450
national relay service	133 677

\*Calls from mobile phones may attract a fee, which will vary depending on the service provider. If you are calling from a mobile phone, let EWON know and they will call you back.

## FOR MORE INFORMATION

- Visit our website: [www.resourcesandenergy.nsw.gov.au](http://www.resourcesandenergy.nsw.gov.au)  
(Copies of this fact sheet can be downloaded from the website.)
- Contact Service NSW on 13 77 88