

Energy Accounts Payment Assistance (EAPA)



Vinnies Support

Your local St Vincent de Paul Society (Vinnies) is a registered provider of the NSW Government's Energy Accounts Payment Assistance (EAPA) digital voucher program and can support you in times of emergency or financial crisis with your current electricity or natural gas bills.

What is EAPA?

- ✓ Supports households in sudden emergency or financial crisis circumstances.
- ✓ Designed for short-term support to pay current electricity or natural gas bill/s.
- ✓ Aimed to complement other energy and non-energy assistants for longer-term support.
- ✓ Prevents your energy providers from charging late fees.
- ✓ Suspends disconnection by your energy provider.

Are You Eligible for EAPA Support?

You may be eligible if all the following apply:

- ✓ Have an electricity or natural gas account for a NSW residential address, which is your primary place of residence, and the account must be active at the time of your assessment.
- ✓ Be the electricity or natural gas account holder (account and bill must be in your name).
- ✓ Have not paid your most recent bill.
- ✓ Be experiencing a short-term financial hardship, crisis, or emergency.

How to Prepare and What to Bring for Your EAPA Meeting

- Two Proof of identity documents
The names and the address on both documents must match the names and address on the energy accounts.
- Your personal and contact details
(name, date of birth, address, email & phone no.)
- Call your energy retailer and request hardship status (if you haven't already) before your meeting. Advise them that you have an appointment booked for EAPA and payment assistance. We can help you with this if you are unable to do so.
- Confirmation that you are currently on a hardship plan with your retailer (if possible).
- A copy of your current electricity and/or gas bill (not a notice or payment plan), which includes your:
 - first and last name (your account and bill must be in your name)
 - energy retailer's name
 - energy account number
 - National Meter Identifier (NMI) number for electricity bills, or
 - Delivery Point Identifier (DPI)/Meter Installation Registration Number (MIRN) for gas bills
- Evidence of financial crisis, such as a termination notice or medical expenses (optional). You'll need to discuss why you are applying for EAPA with your Vinnies representative.



Want to Apply for EAPA Online Yourself?

If you feel that you can apply for EAPA online by yourself, all you need to do is visit the website below or scan the QR code and upload the required documents
www.service.nsw.gov.au/transaction/energy-accounts-payment-assistance-eapa-scheme

Book an EAPA appointment with your nearest Vinnies or call 13 18 12 to discuss your eligibility and application today!

WHAT ASSISTANCE IS AVAILABLE?

- ✓ Single or multiple digital vouchers for \$50 each.
- ✓ Up to 10 Vouchers (\$500) per application per energy type.
- ✓ Up to two applications per energy type per financial year.
- ✓ Possible total of \$2,000 per household per financial year.
- ✓ Some additional assistance available in exceptional circumstances.

OTHER IMPORTANT EAPA CONDITIONS

- ✓ Application must be up to nearest \$50 without putting account into credit.
- ✓ Assistance payments cannot pay for any fees or costs other than usage charges.
- ✓ Assistance does not include LPG Gas Accounts - there are separate schemes for this support.
- ✓ There are other schemes available for ongoing financial assistance.

ST VINCENT de PAUL
SOCIETY IS A
REGISTERED EAPA
PROVIDER



St Vincent de Paul Society
good works

