



ENERGY ACCOUNTS PAYMENT ASSISTANCE (EAPA) PROGRAM 2023

FACT SHEET FOR MEMBERS & VOLUNTEERS

EAPA Program Basics

- Customers must meet eligibility criteria to apply
- Short term support to pay current bills
- Complements other energy and non-energy supports for longer term support
- Limit of 2 x 500 per energy type per customer per financial year (in \$50 digital vouchers)
- Out-of-guidelines assistance available in exceptional circumstances
- Prevents energy providers from charging late fees
- Suspends disconnection by energy provider

Assistance Available

Electricity

- Up to \$500 (max 10 vouchers per application)**
- Maximum 2 application per financial year**

Natural Gas

- Up to \$500 (max 10 vouchers per application)**
- Maximum 2 application per financial year**

Total Max Assistance \$2,000 per financial year

- Assistance offered must be up to the nearest \$50 (or under) without putting account into credit
- Assistance payments can only be used for energy usage charges. Cannot be used for other fees or purchase on bill.
- LPG Gas Assistance available in different scheme

Simple EAPA Application Process

- Easy eligibility assessment (no need for pre-approval)
 - Sight ID
 - Copy of current Full Monthly or Quarterly Bill
 - Qualify reason for applying (crisis)
 - Check for previous EAPA voucher claims in current financial year.
- Nil (if customer can contact) or short calls with energy providers to advise hardship status and EAPA voucher application in progress.
- Can offer support of up to 10 x \$50 vouchers per application (per energy type) twice in a financial year.
- 10-15 mins online application form via Digital EAPA, an online system (see 'Other Benefits & Support' for manual form options).

Other Benefits & Support

- EAPA Assistance may attract customers who may not have approached Vinnies for support before. They can learn about other assistance.
- Digital or Paper Application Form Process can be used to suit local members and volunteers.
- Can decide locally how applications will be entered into Digital EAPA asap for approval and subsequent bill payment.
- Members and volunteers will have support from dedicated Central Council EAPA Administrators.
- Comprehensive EAPA Delivery Guidelines cover all FAQ's and compliance requirements.
- Generic Vinnies flyer available for customers to prepare for their EAPA meeting.