

Payment Plan Request Home Energy Emergency Assistance Scheme (HEEAS)



The Home Energy Emergency Assistance Scheme:

- *is for Queensland households experiencing problems paying their electricity or reticulated natural gas bills as a result of an unforeseen emergency or a short-term financial crisis*
- *is one-off emergency assistance to help with paying your home energy bills*
- *pays up to \$720 once every 2 years.*

Eligibility

To be eligible you must be responsible for paying the outstanding bill (the bill does not need to be in your name) and meet one of the following:

- *hold a current concession card, or*
- *have an income equal to or less than the Australian Government's maximum income rate for part-age pensioners. Contact [Centrelink](#) for details of the maximum income rate.*
- *be part of your energy retailer's hardship program or payment plan.*

If you wish to request assistance through the HEEAS please complete the following steps:

1. Enter into a payment plan with ERC for your current outstanding balance + projected future energy costs.
2. Complete the form [Home Energy Emergency Assistance Scheme Application Form](#) by [clicking here](#) and return to HEEAS@smartservice.qld.gov.au and also CC in email cs1@energyresources.com.au

These steps are required to be completed and lodged to ensure we can continue to work with you through difficult times.

During this time there are many steps you can take to reduce your energy costs and minimise energy use throughout your household.

A home energy check is always a good step to identify non-essential items that may be contributing to your energy costs.

[How to be Energy Wise at Home and save on Energy Bills](#)

Energy Resources Corporation (ERC) is committed to assisting our customers pay the lowest cost possible for their energy.

Please continue to keep in contact with our custom service team so we can ensure we can work through with you

Regards
ERC Customer Service Team