

What if the conditions aren't kept?

The Tribunal may revoke the order preventing your utility from disconnecting or restricting supply. This may lead to disconnection of your electricity or gas or the restriction of your water supply by your utility.

What if your Hardship Application is not accepted?

The Tribunal will tell your utility that it is free to resume action to recover the debt. You should contact your utility to make arrangements to settle your debt.

Can you make another Hardship Application?

If you are under threat of disconnection or restriction again and unable to make an arrangement with your utility you may make another application to the Tribunal. However, the Tribunal will take into account whether you genuinely attempted to comply with any conditions set previously.

Is there any fee?

No. There are no fees or costs involved in making an application to the Tribunal for Hardship Assistance in relation to energy and water.

Do you need further assistance?

If you need more information, you can telephone the ACAT registry or visit the office in person.



AUSTRALIAN CAPITAL TERRITORY
CIVIL & ADMINISTRATIVE TRIBUNAL

Location:

Level 4, 1 Moore Street
(ACT Health Building)
CANNERRA ACT 2601

Contact Details:

Phone: 6207 7740
(select option 1)
Fax: 6207 7739
E-mail: acatenergyhardship@act.gov.au
www.acat.act.gov.au

ENGLISH
ARABIC
CHINESE
CROATIAN
GREEK
ITALIAN
MALTESE
PERSIAN
PORTUGUESE
SERBIAN
SPANISH
TURKISH
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If you need interpreting help, telephone:
إذا احتجت المساعدة في الترجمة الهاتفية: اتصل برقم الهاتف:
如果你需要传真的帮助, 拨打电话:
Ako trebate pomoć u vezi s telefonom: 6207 7740
Se avete bisogno di un interprete, telefonate al numero:
Jekk għandek bżonn i-għajjnuna t'interpreti, čempel:
اگر به ترجمه شما نیاز به این شماره تان کنید:
Se voče precisar da ajuda de um intérprete, telefone:
Ako vam je potrebna pomoć u vezi s telefonom: 6207 7740
Si necessita la asistencia de un intérprete, llame al:
Tercümana ihtiyacınız varsa, lütfen telefon ediniz:
Nếu bạn cần một người thông- ngôn, hãy gọi điện thoại:

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Cannberra and District - 24 hours a day, seven days a week

Energy & Water

Hardship Assistance

Energy (Electricity & Gas)
Water & Sewerage



ACT Civil & Administrative Tribunal (ACAT) — Energy & Water

Have you received a disconnection warning notice because your electricity or gas account is unpaid?

Has your electricity or gas been disconnected because your account is unpaid?

Have you been warned of possible restriction of supply or legal action because your water and sewerage rates are unpaid?

Has your supply been restricted because your water and sewerage rates are unpaid?

What can you do?

First, either pay your account or try to make an arrangement with your utility to settle the account.

If your utility will not make an arrangement with you and disconnection or restriction of supply would cause you or your household substantial hardship you can make an Application to the ACT Civil and Administrative Tribunal for Hardship Assistance.

How do you make an Application?

By contacting the ACAT registry—see contact details on the back of this leaflet.

What happens then?

An appointment will be made for you to meet with the Tribunal at a hearing.

You will be asked to complete and sign an Application Form that will be sent to you with the confirmation of your appointment. Forms are also available from the ACAT registry.

The Tribunal may contact the utility concerned and issue an Interim Order to suspend any disconnection or restriction action (or restore the service if it has already been disconnected or restricted) until the matter is considered by the Tribunal at your hearing.

What happens at the hearing?

The hearing is very informal, and should not take long. Two members of the Tribunal who have experience in helping people in hardship will be present. They will talk to you about your account and the best ways to meet your payments.

You may have someone accompany you if you wish. If you can't attend the hearing, you can give written authority for someone to attend on your behalf. It is important that either you or someone representing you come to the hearing. Otherwise, the Tribunal may not be able to consider your application.

What happens after the hearing?

If the Tribunal agrees that disconnection would cause you or your household substantial hardship, the Tribunal has the power to order your utility to maintain supply of electricity, gas or water to your premises. Generally, the Tribunal will expect you to meet one or more of the following conditions:

- ◆ You pay your account by instalments of a set amount;
- ◆ You pay all or part of your account by a specified date;
- ◆ You enter into an arrangement to have deductions taken from your bank account or Centrelink benefit;
- ◆ You meet with the Tribunal again when required to do so to review conditions; or
- ◆ Any other condition that the Tribunal considers appropriate in your case.

The Tribunal can also Order your Utility to:

- ◆ Discharge part or all of your account, including any interest or fees incurred

Are the conditions binding?

Yes. If you wish the order to maintain supply to remain in place. However, if your circumstances change, you can ask for a review of the conditions.