



Keeping Connected

We're here to help you pay and manage your electricity bills.

Visit synergy.net.au/residential
for more information on




My Account



Concessions and Rebates

synergy
energy solutions you can use

A composite image featuring a woman on the left and a young child laughing on the right. The image is overlaid with three circular graphics: a teal circle in the top left, a white circle in the top right, and a teal circle in the bottom left containing text.

We will develop
a payment plan
to suit your
individual needs.

At Synergy, we understand that there can be times when unforeseen circumstances make it hard to pay your bills.

That's why we have developed our **'Keeping Connected'** program. We have a team of specially trained case managers ready and waiting to give you all the support you need and to help you manage your electricity usage.

How will Keeping Connected help me?

Once you take part in the **'Keeping Connected'** program:

- Your electricity will stay connected and you won't receive any late payment fees.
- We'll put together a suitable payment plan to help you to stay on track in the future.
- We'll tell you all about any rebates or assistance you may be entitled to.
- We'll listen to your suggestions on how you can manage your electricity bills.
- We'll give you lots of energy-saving tips to help reduce your electricity bills.

What if I still find it hard to pay when I am on the program?

If you are having problems paying your Synergy bill, please call your case manager as soon as possible.

To speak to your case manager or receive further details on Synergy's Hardship Policy, please call the team direct, Monday to Friday, between 8am and 5pm.

For South Metropolitan enquiries please call 6212 2318

For North Metropolitan enquiries please call 6212 2318

For South and North Country and Goldfields enquiries please call 1800 637 985 (mobile charges at applicable rates).

TTY (if you have speech or hearing difficulties) – please call (08) 9221 8608.



If you don't speak English, please call the telephone interpreter service (TIS National) on 13 14 50.