

Need energy bill support?

**Your Energy Support
(YES) Program**



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The Your Energy Support (YES) Program will give you the support you need when you need it most.

YES is available to customers who are struggling to get back on top of their energy bills and can help with tailored and affordable payment plans, energy saving tips, and budgeting advice to help get you back on track.

If you need extra support, our friendly team is ready to help. You can contact us directly or through a third party, such as a financial counsellor or welfare agency.

'YES' program can help you with:



An **affordable payment plan** to pay off your existing debt as well as keep you on top of your ongoing usage.



No late payment fees or overdue interest while you're participating in the program.



Help finding a financial counsellor through our community partners.



Energy audit services over the phone.



Information about **concessions and Government grants**.



Energy efficiency advice and tips to help you lower your usage and bills.



Ongoing **friendly and tailored support** to help you get back on top of your energy costs.

“We understand that the cost of living is an important issue in our state, and we want to help our customers with this”

– **Jamie, YES team**

We're here to help

Call our YES team 8am to 6pm
Monday to Friday on **1300 102 010**

Email **YES@auroraenergy.com.au**
www.auroraenergy.com.au/yes

