# ****Sample Letter applying for Hardship with your Electricity or Gas Company****

|  |  |
| --- | --- |
| [Date]  | [Your street][Your suburb and postcode][Your phone number] |

Hardship Manager
[Gas/electricity/water company]
[Street number and name]
[Suburb and postcode]

Dear Hardship Manager,

**Subject: Request for hardship payment plan for [gas/electricity/water] bills
Name: [Your Name] Account Reference No. [your number]**

I request access to your company’s hardship program because of my changed circumstances, and while I am adjusting to living on a reduced income. In the meantime, I am attempting to get all of my bills and debts under control and do the right thing by my creditors.

To support my request I have attached the following [if relevant]:

* a copy of my certificate of separation from my former employer
* a copy of Centrelink advice of my entitlement to income support benefits
* details of my income and expenditure to demonstrate that I will be able to make the changed payments if you are willing to vary my contract.

I would like to request a moratorium for [period of time xxx eg 1 month] and to discuss flexible payment arrangements. Please contact me by return letter or by phone [03 xxxx xxxx] with your response.

Would you please also advise me of any concessions, other grants and services for which I may be eligible, given that I am experiencing financial difficulty? I request that you do not add late fees and charges to my account while I am experiencing hardship.

If I have not had a response from you within fourteen days, I intend to take my request for a hardship variation to the Energy and Water Ombudsman.

Yours faithfully,

[your signature]

 [Your name]