

TEMPLATE LETTER: ENERGY DEBT WAIVER REQUEST

Warning: This example letter is not a substitute for legal advice. If you require more information, please contact the Consumer Action Law Centre's Worker Advice Line on (03) 9602 3326 or the National Debt Helpline on 1800 007 007.

Dear Sir/Madam

Account details []

I refer to your letter dated [date] requesting payment of \$[amount].

I request that the debt be waived because of the following exceptional circumstances:

1. [Provide details about your physical or mental health, with letter or report from treating doctor, if applicable].
2. I am in severe financial hardship. My income is \$xx amount [Disclose if you're on a Centrelink payment]. I receive relief grants/charitable assistance from [organisation/charity group] and I'm struggling to pay [rental, food, heating]. [If you're unemployed, retired or unable to work for any reason and feel comfortable, disclose if applicable].
3. Because of my [serious health issues, any care for friends or family and/ or financial position] there is no reasonable likelihood of any future income.
4. If I am not already, I request that I be placed on your lowest tariff option immediately and to talk with your hardship team to see what other supports are available to lower my bills.

Could you please respond within fourteen days?

Yours faithfully,