



DEPARTMENT OF ENERGY,  
UTILITIES AND SUSTAINABILITY  
NEW SOUTH WALES GOVERNMENT

## **Energy Accounts Payment Assistance Scheme (EAPA)**

### **Q & A Information Sheet at 14 February 2006**

#### **How does the EAPA scheme work?**

The EAPA scheme operates through a voucher system. Each voucher is worth \$30.

EAPA vouchers are issued by participating Community Welfare Organisations (CWO's such as the Smith Family, St Vincent de Paul or the Salvation Army). The customer needs to apply to a participating organisation which will consider the claim and, if appropriate, provide assistance.

The customer can pay EAPA vouchers via a retailer payment centre, post office or by mail. The supplier will credit the value of the voucher/s towards the account.

#### **Can EAPA vouchers be used to pay gas bills?**

Yes. Voucher/s can be used to pay gas bills.

#### **Which Community Welfare Organisations (CWO) distribute EAPA vouchers in my area??**

Before contacting a CWO for EAPA voucher/s, please contact your electricity or gas supplier to find out what payment plans they can offer. You may be able to agree on a payment plan with the supplier to suit your financial situation.

The CWOs assess customer's situations and determine each case based on individual circumstances.

[List of Community Welfare Organisations \(PDF\)](#)

FOR FURTHER INFORMATION CONTACT THE DEPARTMENT'S ENERGY CONCESSIONS CO-ORDINATOR ON 02 8281 7712 OR EMAIL [information@deus.nsw.gov.au](mailto:information@deus.nsw.gov.au)