

HUGS

Hardship Utility Grant Scheme

Having trouble paying your electricity, gas or water bills?

At risk of being disconnected?

You may be able to get help from the Hardship Utility Grant Scheme (HUGS).

What is HUGS?

It is a State Government scheme that provides financial assistance to people experiencing financial hardship to avoid disconnection from their electricity, gas or water supply.

How can I apply?

Individuals should contact their utility provider (listed over the page) to discuss their situation. The utility provider makes a referral to a financial



counselling service for an assessment and HUGS application to be completed.

The Water Corporation, Synergy, Alinta Energy and Horizon Power can recommend an applicant for a normal HUGS grant in certain circumstances.

Visit a financial counselling service to apply for HUGS, or call the Financial Counsellors' Association of Western Australia FREE Helpline number 1800 007 007. Financial counsellors can assist with information and options to manage your household finances.

Find out more

Synergy

T: 13 13 53

Horizon Power

T: 1800 267 926

Alinta Energy

T: 13 13 58

Water Corporation

T: 13 13 85

Busselton Water

T: (08) 9781 0500

Aqwest

T: (08) 9780 9500

WorleyParsons Asset Management

T: (08) 9072 1422

Financial Counsellors' Association of Western Australia Helpline

T: 1800 007 007

Department for Child Protection and Family Support

W: www.cpfs.wa.gov.au

HUGS Unit

T: (08) 9222 2739, (08) 9222 2657
or (08) 9222 2772

E: hugs2@cpfs.wa.gov.au

Telephone Interpreting Service

T: 13 14 50