

HUGS

(Hardship Utility Grant Scheme)

**WACOSS
Utilities Hotline
Information & Advice
9420 7217**

**Department for Child
Protection
(HUGS Administrators)
9222 2555**

**Financial Counsellors
Resource Project
9221 9411**

**Synergy Power
13 13 53**

**Horizon Power
1800 267 9260**

WACOSS CUP CONTACTS

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6005**

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**Email
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**Website
[wacoss.org.au/utilities/index
.htm](http://wacoss.org.au/utilities/index.htm)**



The Hardship Utility Grant Scheme (HUGS) provides financial assistance to people in WA who are experiencing financial hardship to pay electricity accounts so as to avoid being disconnected.

HUGS grants can be accessed via financial counselling services that are registered with the Department of Child Protection (DCP) as HUGS providers.

For a person to be considered eligible for a grant, they must:

- Have been referred to a financial counsellor and assessed by Synergy or Horizon according to their hardship policy as possibly experiencing utility hardship.
- Be unable to pay a current account and are at risk of disconnection of supply, or have been disconnected from supply.
- Meet the requirements in respect of Grants Limits or Exceptional Circumstances of Hardship.
- Have agreed to contact a HUGS Registered Financial Counselling Service to progress a grant application.

The minimum grant amount provided is \$100 and the maximum is \$300. Applicants who live in the area north of the Tropic of Capricorn are eligible for up to a maximum grant of \$500.

For more information, see the HUGS Information and Guidelines document at <http://wacoss.org.au/utilities/advice.htm>. You can also contact Misty Hayden or Aden Barker, Senior Policy Officers at the WACOSS Consumer Utilities Project on 9420 7222 or misty@wacoss.org.au and aden@wacoss.org.au.

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
WA Department of Consumer & Employment Protection



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