**English – social media content**

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| Social media post illustration number and name | Accompanying social media post image | Social media post copy *(for posting under tile)* – English |
| Post 1\_ Illustration \_ENG |  | Want to reduce your energy bill? You can do some easy things to save energy at home:   1. Save on heating and cooling costs - close off rooms that are not being used and fill gaps to stop warm or cool air escaping. 2. Save on hot water costs - use cold water to wash your clothes and install a water saving showerhead. 3. Save on appliance running costs - Only use your dishwasher and washing machine when they are full, and use a clothesline instead of a clothes dryer. 4. Save on lighting – switch to light bulbs that use less energy and turn off lights when you are not using them.   If you, or your family and friends, want to know more about how to use less energy, visit the Energy Made Easy website – [energymadeeasy.gov.au](https://www.energymadeeasy.gov.au/article/tips-for-saving-energy-at-home/) |
| Post 2\_ Illustration \_ENG |  | Did you know there are some quick, easy ways you can save money on your energy bill?   1. Call your energy company and ask if you are on the best priced electricity or gas plan. Also ask if there are any concessions or discounts available to help pay your energy bill. 2. Change to another energy company who can offer you cheaper gas or electricity. 3. Call your energy company if you are having trouble paying your bill and ask them for help to manage your payment. 4. Save money by reducing your energy use at home.   If you, or your family and friends, want to make sure you are paying the best price for your energy use, visit the Energy Made Easy website - [energymadeeasy.gov.au](https://www.energymadeeasy.gov.au/) |
| Post 3\_ Illustration \_ENG |  | Want to save money on your energy bill? You may be able to get different discounts or concessions to help you pay your energy bills if you:  • have a lower income  • get a pension, which are payments from the government because you are an older person who no longer works, or you have a disability  •have a medical condition that means you need to use more energy than other people.  You can contact your energy company to find out if you can receive a discount or concession. If you want to speak with someone in your language, ask for their translation service. You can find your energy company’s contact details on your electricity or gas bill. |
| Post 4\_ Illustration \_ENG |  | If you can’t pay your electricity or gas bill, contact the company that sends you your bill and ask them for help.  Your energy company has translation services available for you. You can find the contact details on your bill. Encourage your family and friends who need help to call their energy company too. |
| Post 5\_ Illustration \_ENG |  | Did you know that if you’re having trouble with your energy company, there is an Energy and Water Ombudsman who is there to manage complaints?  You can contact the Energy and Water Ombudsman for the part of Australia you live in. The Energy and Water Ombudsman can give you free help to solve problems you may have with your energy company.  If you, or your family and friends, are having trouble with your energy company, you can call the Ombudsman for help. To find the energy ombudsman in your area, visit [www.energymadeeasy.gov.au/article/useful-contacts](http://www.energymadeeasy.gov.au/article/useful-contacts) |