



## NSW bans paper fees on energy bills: great win for consumers

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Keep Me Posted applauds NSW Government's decision to keep energy consumers posted... without charge. On Sunday 3<sup>rd</sup> September, NSW Premier Gladys Berejiklian announced the end of paper bill charges from energy retailers as part of a series of measures included in the Energy bill relief package.

Along with increasing rebates and granting discounts on equipment upgrades for households and small businesses, the package includes the end of 'unnecessary charges'. Energy and Utilities Minister Don Harwin said energy retailers will be forced to scrap early termination fees, paper bill fees and fees for paying over the counter at Australia Post.

"This is a powerful stepforward for NSW consumers and we praise the NSW State Government for their leadership," commented Kellie Northwood, Executive Director, Keep Me Posted. "Australian consumers' voice has been heard and the NSW Government has acted quickly to tackle unfair fees."

The launch of the energy bill relief package intervenes just three days after the Consumer Affairs Forum held in Melbourne on Thursday 31<sup>st</sup> August that saw the Federal and State Ministers for Consumer Affairs announcing that Commonwealth Treasury would undertake regulatory assessment of fees for paper billing.

In the lead up to the Forum, Keep Me Posted had met with NSW Consumer Affairs Minister Matt Kean to raise awareness of the many and complex impacts of paper billing fees on consumers, particularly the most vulnerable members of the community.

"We hope that NSW's example will set a precedent that will be promptly followed by other State Governments" furthered Northwood. "We also call on energy companies to take the opportunity to do the right thing beyond NSW borders and scrap paper fees for all their Australian consumers."

Keep Me Posted said that NSW's announcement is a significant milestone for the campaign, the proof that paper fees are not doomed to stick around.

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Further information and Media enquiries: Lori Mitchell – 03 9421 2209 / [lori@twosides.org.au](mailto:lori@twosides.org.au)  
High-resolution Media Pack available here: [http://www.keepmeposted.org.au/wp-content/uploads/2017/09/hr\\_media-pack-sept-17.zip](http://www.keepmeposted.org.au/wp-content/uploads/2017/09/hr_media-pack-sept-17.zip)

### **Keep Me Posted:**

The Keep Me Posted (KMP) campaign represents advocate groups, charities, consumer groups, employer and employee representatives, industry and political representatives who believe in the right to choose the way companies communicate with them. KMP believes every consumer should be able to choose, without penalty, how they prefer to be communicated to via banks, utility companies and other services providers. [www.keepmeposted.org.au](http://www.keepmeposted.org.au)

**Keep Me Posted**

PO Box 5231, Burnley VIC 3121

**ABN:** 83 161 552 192 **T:** 03 9421 2209 **W:** [keepmeposted.org.au](http://www.keepmeposted.org.au)