

Avoid paying extra fees for bills you receive in the mail

Companies may be charging you extra to send your bills by mail. This fee may be charged by the business to cover their costs to print and post your bill.

If you want to avoid this fee, there are some options that might work for you.

The simplest way is to receive your bills electronically – by email or via the company’s app. Check the company’s website or contact the company to find out how you can change to online billing.

If you are not able to receive bills electronically, find out if you are eligible for an exemption from paper billing fees.

Companies have different rules about when they will give exemptions. Some companies will give an exemption if customers:

- Are seniors
- Are registered for a concession
- Receive income support
- Are on a hardship program
- Don’t have internet access.

Contact each of your providers and ask if you’re eligible for an exemption from paper bill fees, and how to apply.

If you have friends or family who may be eligible for an exemption, let them know who to contact and how they can apply, so they can avoid paying extra fees for paper bills as well.

If you have checked with a provider that you are eligible for an exemption, but are having trouble getting your exemption processed, please contact your local Fair Trading or Consumer Affairs agency for help.

For more information about paper billing, visit www.consumerlaw.gov.au/paperbilling or contact your state or territory’s consumer protection agency.

Australian Capital Territory	Access Canberra Ph: 13 2281 act.gov.au/accessCBR
New South Wales	NSW Fair Trading Ph: 13 3220 fairtrading.nsw.gov.au
Northern Territory	NT Consumer Affairs Ph: 1800 019 319 consumeraffairs.nt.gov.au
Queensland	Office of Fair Trading Ph: 13 7468 qld.gov.au/fairtrading
South Australia	Consumer and Business Services Ph: 13 1882 cbs.sa.gov.au
Tasmania	Consumer, Building and Occupational Services Ph: 1300 654 499 consumer.tas.gov.au
Victoria	Consumer Affairs Victoria Ph: 1300 558 181 consumer.vic.gov.au
Western Australia	Department of Commerce Ph: 1300 304 054 commerce.wa.gov.au