

Media Release

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GO PAPERLESS TO SAVE MONEY

Consumers are being encouraged to look for savings by switching to online billing or seeking an exemption from fees charged for paper bills.

Commissioner for Consumer Affairs Dini Soulio said consumers may not realise that every bill they receive in the post could cost them extra.

“Many businesses charge consumers for paper bills to cover the cost of printing and mailing a bill,” he said.

“Over the course of a year it all adds up - especially for people on a low income.

Mr Soulio encouraged consumers to look for ways to avoid these fees.

“By opting to receive bills via email, you could save a considerable amount each year,” he said.

“And for those consumers without access to the internet, there are still options available to help them save - as many companies offer exemptions from people who have no real alternative.

“Exemptions may be available to consumers who are seniors, registered for a concession, receive income support, or have no access to the internet.

“If you think you may be eligible, I encourage you to contact your service provider in the first instance.”

Mr Soulio said any consumers who were eligible for an exemption but were having trouble getting their exemption application processed should contact Consumer and Business Services for assistance.

For more information and advice on paper billing, visit www.consumerlaw.gov.au/paperbilling or call 131 882.

