

How to stop paying extra for bills you receive in the mail

Are you paying extra for bills you receive in the mail? Service providers may be charging you a fee to cover the costs of printing and posting your bill – but there may be a way you can avoid the charge.

The easiest way is to switch to online billing and receive your bills by email or via the company's app or website.

But some companies also have exemptions from the paper billing fees and some companies will not charge the fee 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 about this too.

There may be an added incentive for businesses to exempt you. The Australian Government has asked businesses to increase their uptake of fee exemptions by late 2019 or face a possible ban on paper billing fees.

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 - information is available in English, Italian, Greek and Chinese 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 cbos.tas.gov.au
Victoria	Consumer Affairs Victoria	Ph: 1300 558 181 consumer.vic.gov.au
Western Australia	Consumer Protection (Department of Mines, industry Regulation and Safety)	Ph: 1300 304 054 consumerprotection.wa.gov.au