

## COVID-19 hardship support measures

Customer type	Relief measures	Eligibility
All customer types	<b>Disconnections:</b> <ul style="list-style-type: none"> <li>No disconnections for non-payment for customers experiencing financial hardship as a result of COVID-19</li> </ul>	N/A
	<b>Late fees:</b> <ul style="list-style-type: none"> <li>No late fees for those experiencing COVID-19-related financial hardship</li> </ul>	N/A
	<b>Payment plans:</b> <ul style="list-style-type: none"> <li>Extended payment plans available for up to 12 months</li> </ul>	N/A
	<b>Payment extensions:</b> <ul style="list-style-type: none"> <li>Three week extension available from due date of next bill</li> </ul>	N/A
	<b>Account suppressions:</b> <ul style="list-style-type: none"> <li>Suppressions can be applied for up to 180 days ie. no credit action will be taken – account balance continues to accumulate</li> </ul>	N/A
A2 - residential	<b>Energy Assistance Payment:</b> <ul style="list-style-type: none"> <li>An Energy Assistance Payment boost has been expanded to include new eligible applicants until 30 September 2020. This doubles the amount of the EAP per year to \$610.</li> <li>This ensures that any person unemployed due to COVID-19 who becomes eligible for a concession card will receive an upfront \$305 credited against their electricity bill (from 11 May 2020) and up to a further \$305 credited over the course of the next year.</li> <li>EAP boost payments for Western Australians, eligible as at 16 March 2020 have been brought forward to this financial year rather than being paid from 1 July 2020, providing relief sooner to WA households.</li> </ul>	<p>Must hold one of the following concessions cards and have it registered against the account prior to 30 September 2020:</p> <ul style="list-style-type: none"> <li>Centrelink Health Care Card</li> <li>Centrelink Pensioner Concessions Card</li> <li>Veterans Pensioner Concession Card</li> <li>Veterans Affairs Gold Card</li> </ul> <p>Must be account holder or listed as an authorised contact on account</p>

		Can only be applied to one account per customer
<b>K2 – part business/part residential</b>	<b>One off payment</b> <ul style="list-style-type: none"> <li>One-off \$2,500 credit available - allocated on 1 May 2020</li> </ul>	Must have been a K2 customer as at 31 March 2020. One account per customer
<b>L2 – small businesses</b>	<b>One off payment</b> <ul style="list-style-type: none"> <li>One-off \$2,500 credit available for customers that consume less than 50 megawatt hours (MWh) per annum. Allocated from 1 May 2020</li> </ul>	Must have been an L2 customer as at 31 March 2020 Can only be applied to one account per customer
<b>D2 – charitable accommodation</b>  <b>C2 – community service tariff</b>	<ul style="list-style-type: none"> <li>One-off \$2,500 credit available - allocated from 1 May 2020</li> </ul>	Must have been a D2/C2 customer as at 31 March 2020  C2 must be tax exempt  Can only be applied to one account per customer
<b>Prepayment</b>	<ul style="list-style-type: none"> <li>Customers will not be disconnected when they reach zero credit – however account balance will continue to accumulate</li> </ul>	Must have a prepayment meter