

23 March 2020

The Hon. Lily D'Ambrosio MP,  
Minister for Energy, Environment and Climate Change  
[lily.dambrosio@parliament.vic.gov.au](mailto:lily.dambrosio@parliament.vic.gov.au)

Dear Minister,

**Energy On – COVID 19 and Utility Customer Initiatives**

As an Authorised Electricity and Gas Retailer and Embedded Network Operator in the National Electricity Market (NEM), Energy On is committed to supporting customers, clients, suppliers and staff through this difficult period of the COVID-19 pandemic.

Energy On recognises and respects the potential impact of the pandemic on stakeholders and the measures the government have announced will assist to minimise the disruption.

As an essential services provider, Energy On will continue to provide services and will attempt to function as normal with minimal disruptions during this period. We have instigated our Remote Working Policy for all staff that are not required to be in the office and will keep the office open while it is safe and reasonable to do so under current government directions. We are actively practicing social distancing measures and increasing our employee's awareness and compliance with necessary strict hygiene practices.

In the coming days our customers and clients will be notified of our current operational status and request them, where possible, to communicate via email. Incoming calls will have appropriate instructional messaging and outline how Energy On will manage any delays due to increased call volumes.

Energy On will continue to take a customer focussed approach to hardship during this turbulent time. We are providing relief for our customers as best as possible through payment extensions and payment plans, as well as other methods under our hardship policies.

The pandemic and various declarations of State Of Emergency will no doubt have a significant impact on the ability of households to meet their commitments and we ask to be informed of any existing or planned initiatives to help us support our utility customers.

I look forward to hearing from you.

Yours faithfully,

Clive Pearce  
Managing Director  
Energy On Pty Ltd