

26 March 2020

Dear Valued Customer,

## COVID-19: No Electricity Rate Increase

The Energy On team and I are committed to supporting customers, clients and suppliers through this difficult period of the COVID-19 pandemic.

**Energy On recognises the potential impact on you as an electricity customer and, despite an increase in costs, we have decided that electricity rates will not increase at this time.**

On Monday, 23 March 2020, I reached out to: the Victorian Minister for Energy, Environment and Climate Change; the Victorian Minister for Economic Development; and the Federal Minister for Energy and Emissions Reduction, asking for any existing or planned initiatives to help Energy On support electricity customers. Energy On will inform you of any specific initiatives as we are advised.

As an Australian owned and operated 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 directions.

Self-isolation and working from home can contribute to increased electricity consumption. In order to keep your electricity costs to a minimum, identify, monitor and manage devices and appliances that use excessive electricity. We have included a fact sheet that may assist you in managing your consumption.

**Energy On will continue to be contactable Monday to Friday, 9am to 5pm. We do request that if you have any questions or queries that you email [TheTeam@EnergyOn.com.au](mailto:TheTeam@EnergyOn.com.au). We will respond as soon as possible.**

If you have any questions or queries regarding the fact sheet, your account with Energy On, invoices or payments, please contact us by e-mail or by phone on 1300 323 263. Should you encounter any financial difficulties, please contact us and we will work with you through this period.

Stay safe,



Clive Pearce  
Managing Director  
Energy On Pty Ltd