

# Domestic & Family Violence Policy

Energy On - Simplifying Utilities

Date: January 2020



# Domestic & Family Violence Policy

## Overview

Energy On values its relationship with its customers and recognises that there may be instances where residential customers experience domestic and family violence and require additional support.

If you are affected by domestic and family violence and are unable to pay your bills or require alterations to your account details, Energy On will be able to provide you with support and options to get you through this difficult time. We commit to treat you with respect and will take into consideration your particular circumstances. At all times your privacy will be our top priority.

Energy On customers should contact The Team at Energy On as soon as possible in order to discuss appropriate actions for your situation.

Contact hours: 9:00 am – 5:00 PM (AEST) weekdays.

Telephone: 1300 323 263

E-mail: [TheTeam@EnergyOn.com.au](mailto:TheTeam@EnergyOn.com.au)

Website: [www.EnergyOn.com.au](http://www.EnergyOn.com.au)

Energy On strictly complies with the Energy Retail Code in Victoria and the AER in other states in all of its dealings with its customers, paying particular attention to the regulations regarding domestic and family violence and disconnections.

## Talk to Us

Energy On recognises that customers may have been left with outstanding invoices or difficult financial situations due to domestic and family violence.

Energy On customer service team have the training and compassion to listen to your situation. We understand that having to explain your situation can be distressing and will ensure that you will only have to tell us once. Energy On aims to reduce trauma by minimising repeat disclosure.

Energy On will focus on your specific situation and tailor assistance that we can provide to your circumstances. We will be open and honest in our conversation, so you know what assistance is available to you and what the next steps are.

## Confidentiality

Your privacy is very important and will be respected at all times. Energy On appreciates that your information can also impact your safety, as such your information will not be disclosed to anyone else and increased methods of account security will be applied in order to prevent access from previous joint account holders.

## Recognition of Financial Hardship

Energy On recognises family and domestic violence can lead to Financial Hardship (refer to definitions). As such our customers are able to access all protections of financial hardship due to family and domestic violence as defined in the Energy On Financial Hardship Policy.

## External Support

Energy On Customer Service Team can refer you to organisation that support people experiencing domestic and family violence, please ask The Team for more details.

If English is not your first language, and you require assistance you can speak to the Translating and Interpreting Service (TIS). Contact the TIS directly on 131 450, this service is accessible anywhere in Australia at no cost.

## Definitions

### Payment Difficulties

Payment difficulties are where a residential customer experiences immediate financial disadvantage due to a change in personal circumstances such that they cannot pay an outstanding amount due for power usage.

A change in personal circumstances is defined in the Energy Retail Code to include:

- Sudden and unexpected disability, illness of or injury to the residential customer or a dependant of the residential customer;
- Loss of or damage to property of the residential customer; or
- Other similar unforeseeable circumstances arising as a result of events beyond the control of the residential customer.

### Financial Hardship

Financial hardship is a more serious situation where payment of an amount for power usage would affect the residential customer's ability to meet their basic living needs or those of a dependant.

The criteria for determining financial hardship may be caused by (but is not limited to) sustained incidence of one or more of the factors listed below:

- Loss of the customer's or family member's primary income;
- Spousal separation or divorce;
- Physical and mental health issues;
- Loss of a spouse or a loved one;
- Chronically ill child;
- Domestic violence;
- Budget management issues associated with a low income; and

Other unforeseen factors resulting in a customer's incapacity to pay, such as a reduction in income or an increase in non-discretionary expenditure.

## Document History

Version	Date	Author	Comment
1.0	December 2019	R. Di Noto	Draft issued for consultation.
1.1	January 2020	R. Di Noto	Policy released and active.