

## A message to our customers, partners and community

**As Australia's greenest power company, we are passionate about building a sustainable energy future for Australia. The most critical part of this journey is to support as many Australians as possible to join a sustainable and greener energy movement, and we are here to support our customers now more than ever.**

We continue to monitor and anticipate the evolving COVID-19 crisis to ensure our people are safe and well and continue to provide support to customers who need us.

Our people are working tirelessly to ensure our wind and hydro assets across Victoria, New South Wales and South Australia continue to produce renewable energy for the market. And together with our committed customer service teams, we are confident Powershop is well positioned to support all customers through this extremely difficult time.

We are ready for any increased impacts of COVID-19, we're ready to add further protections and safety measures for our staff working at generation assets and our support and service teams are already successfully working remotely. We are also regularly reviewing our customer support programs and initiatives to ensure they are appropriate and truly meaningful for those who need them.

I personally would like all Aussie households and small businesses to know we are here for you, no matter how long this takes. I encourage all customers impacted by COVID-19 to get in touch to find out how we can help.

**In addition to Powershop's hardship program Powershop On, I am pleased to be able to share these measures to further support customers through this difficult time.**

1. We are immediately freezing all residential and small business customer prices until 30 June. This means residential and small business customers will keep existing rates until 30 June 2020 at which time we will review in line with regular processes.
2. Customers will not incur late fees or penalty interest if they miss a payment date.
3. Customers impacted by COVID – 19 who register and participate in our Powershop On program will not have their power disconnected for non-payment.
4. Extended and tailored payment plans and terms for all impacted customers participating in the Powershop On program.

Thank you for being a Powershop customer. We're in this together and we will continue to support our customers, our community and the environment.

Stay safe and be kind.



**Jason Stein**  
Chief Executive Officer