

STATEMENT ON VICTORIAN FIRE SITUATION

17 February, 2009

The member companies of the Energy Retailers Association of Australia (ERAA), its board and employees would like to extend their deepest sympathy to the families of those affected by the Victorian bushfires. In recognition of these uniquely challenging times all member companies have agreed to adopt a common set of customer service principles in dealing with fire affected regions of the State of Victoria. Member companies active in the State of Victoria may be taking additional steps beyond those outlined below and customers should in all cases treat their retailer as the first point of contact. Some of the companies have already established specific telephone lines for customers in fire affected regions. Links to the ERAA member company web-sites are available from the ERAA site.

Customer Service Principles for Fire Affected Regions of Victoria

- All member companies have suspended collection and billing activities involving fire affected customers
- All member companies will proactively offer instalment plans for fire affected customers once billing and collection activity resumes
- All member company hardship teams will work with community groups assisting victims of the fires
- Customers directed to them by community groups assisting fire victims will be given urgent attention by retailer hardship teams
- All member companies will work with distributors to ensure a waiver of any fees associated with meter abolishment or disconnection requests for fire affected customers
- All member companies will prioritise any meter abolishment and disconnection requests for fire affected customers
- All member companies will suspend marketing and sales activities in fire affected regions

About ERAA

The Energy Retailers Association of Australia (ERAA) is the peak industry body representing retailers of electricity and gas in Australia's National Electricity Market (NEM) and national gas market. Member companies operate in all the States of Australia and have over 11 million customers. The members include AGL Energy, Origin Energy, TRUenergy, Energy Australia, Integral Energy, Country Energy, Aurora Energy, Victoria Electricity, Simply Energy, Australian Power & Gas, Babcock & Brown Power, Ergon Energy, Synergy and ActewAGL. These principles have also been endorsed by Red Energy.