



Energy Retailers Association
of Australia Incorporated

RETAILERS RECOMMENCE MARKETING AND BILLING TO FIRE AFFECTED AREAS

18 June, 2009

Since the devastating bushfires in Victoria on 7 February 2009 the member companies of the Energy Retailers Association of Australia have been working closely with fire affected communities. With the clean-up underway and some communities beginning to focus on rebuilding of communities, energy retailers are keen to recommence business activities while continuing to assist those customers who were affected by the fires. Member companies have agreed to adopt a common set of customer service principles in recommencing the sale and marketing of energy in those fire affected regions in the State of Victoria. Member companies who are active in Victoria may be taking additional steps beyond those outlined below. Customers should speak with their retailer as the first point of contact should they have queries in relation to their gas or electricity bills.

Customer Service Principles for Fire Affected Regions of Victoria

- **All member companies have suspended collection and billing activities to property's affected by the fires.**
- **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 continue to work with distributors to ensure a waiver of any fees associated with meter abolishment or disconnection requests for fire affected customers**
- **All member companies have prioritised any meter abolishment and disconnection requests for fire affected customers**
- **All member companies are working with gas/electricity distributors to identify fire affected properties.**
- **All member companies have recommenced building and collection activities except where customers have been identified to have lost properties.**

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- **Each member companies have commenced the retiring of debt of those customers affected by fire on a case by case basis.**

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.