

# Media release

2 April 2020

## ENDEAVOUR ENERGY SUPPORTS RELIEF FOR CUSTOMERS AFFECTED BY COVID-19

Endeavour Energy today welcomed the commitment by the electricity industry to support households and small businesses in hardship due to the global coronavirus (COVID-19) pandemic.

Endeavour Energy has worked with network electricity and gas operators across NSW, Victoria and South Australia on measures to help retailers provide eligible customers facing financial hardship with temporary relief from their electricity bills.

Endeavour Energy has already worked with retailers to help customers affected by COVID-19 by not disconnecting anyone who cannot afford to pay their bill during the pandemic.

Endeavour Energy will also temporarily suspend disconnection and reconnection fees for any small business customer in financial stress who has temporarily ceased trading as a result of COVID-19.

The Electricity and Gas Relief Package, announced today by Energy Networks Australia, will ensure eligible households and small businesses in genuine hardship get temporary relief on their electricity bills for the period from 1 April to 30 June 2020.

Full details of the package and the eligibility criteria are available [here](#).

Endeavour Energy has implemented additional measures to keep its customers and workers safe and to ensure minimal disruptions to power supplies at a time when many customers are living, working and learning from home. This includes reviewing and, where practical, deferring non-essential maintenance of the network.

Endeavour Energy Interim Chief Executive Officer Leanne Pickering said: “We know this is a very difficult time for all Australians. We will continue to work with the industry, our workers and unions, retailers, regulators, consumer advocates and the government to ensure the safe and reliable delivery of electricity, now and into the future, and that customers facing genuine hardship are given the practical support they need.

“As the AER has stated, it is important that everyone who can pay their bill continues to do so. We’re all working hard to keep the lights on, keep our communities safe, and help homes and small businesses manage during some extremely difficult times. We also want to assist electricity retailers who are administering hardship programs for our customers.”

Endeavour Energy is a NSW-based electricity distributor that powers the homes and businesses of 2.4 million people living and working across Greater Western Sydney, the Blue Mountains, the Southern Highlands, the Illawarra and South Coast.

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