

Customer assistance after bushfires

Important information



February 2020

Assistance for customers affected by bushfires

We want to make life easier for customers affected by the 2019-20 bushfires. Please call us on 131003 and ask for help from our bushfire team. Our assistance package includes:

- waiving reconnection fees for residents and small businesses whose property was destroyed
- free electrical inspections of fire damaged property, available by calling 131 003, and
- tailored advice on how to reconnect where the customer's electrical services were damaged.

These frequently asked questions and answers provide more background.

1. What does Endeavour Energy do if notified a property has been damaged or destroyed because of the bushfires?

We will take steps to make life easier for bushfire affected customers. We will deenergise the meter when notified of damage or destroyed property as of the last read date prior to the date of fires. We will not charge consumption from the last read date.

2. What did Endeavour Energy do to identify bushfire impacted sites?

We worked closely with the Rural Fire Service to identify properties impacted by the bushfires. Where a site has been affected by bushfires, we share information with electricity retailers, so they can contact customers and 'de-energise' the meter if necessary. This means customers will not be billed.

3. Will Endeavour Energy charge for the connection and /or reconnection fees?

No, we will waive application, site establishment and Accredited Service Provider (ASP) Inspection fees for all bushfire impacted sites.

4. What is the process for arranging a connection following the bushfires?

Where your installation is damaged or no longer exists, you should appoint a licenced electrical Contractor to make repairs and confirm a compliant installation to enable reconnection.

Where you are maintaining the existing meter number and replacing 'like to like' there is no requirement for a connection application or associated fees and charges. If you decide to upgrade your connection, you should apply for an upgraded connection service. Please follow the application process on our website at www.endeavourenergy.com.au.

Where metering is damaged and needs to be replaced, your electrical contractor will arrange new metering directly with your retailer.

Your licenced contractor will test the installation and provide you a *Certificate of compliance for electrical work* (CCEW) as assurance that the installation can be safely connected and energised by Endeavour Energy. Once you have a certificate of compliance for your electrical work, you should call Endeavour Energy on 131 003 to request reconnection.

5. What advice can you give me about my solar installation?

Please contact a licensed electrician to conduct a safety inspection, as your system may be damaged from heat and ash.

6. What do I need to do if my property is destroyed?

Please contact your retailer when you're comfortable to do so to discuss the available assistance options.

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7. How do I get a temporary builder's supply connection?

Please contact a licenced electrical contractor. Your licenced contractor will test the installation and provide you a Certificate of Compliance for the Electrical Work. This assures Endeavour Energy that your premises can be safely connected and energised by Endeavour Energy.

8. My house isn't damaged, but I've lost my meter in the fires. What do I do?

Please contact a licenced electrical contractor who will arrange a new meter via your retailer.

9. What is the process to get my site reconnected and how much it will cost?

Please contact a licenced electrical contractor. Your licenced contractor will test the installation and provide you a Certificate of Compliance for the Electrical Work. This assures Endeavour Energy that the installation can be safely connected and energised by us.

If replacing 'like for like,' customers do not need to complete a connection application or pay associated fees and charges.

10. Why is a certificate of compliance/safety required?

Please contact a licenced electrical contractor to test your installation and fix any defects. They will provide a Certificate of Compliance for Electrical Work to prove your property can be safely connected and energised by Endeavour Energy.

11. Will my bill be waived if I have been affected by the fires?

Your electricity retailer sends you your bill. Endeavour Energy is not an electricity retailer. Where a property has been destroyed the meter will be deenergised from its last meter read date, and all network charges will be waived from that date.

12. What if I can't afford to engage a licenced electrical contractor – what do I need to do to get connected?

If you are in financial hardship or need support, it's important to let us know. The following organisations are also offering assistance:

Red Cross: please visit <https://www.redcross.org.au/>

Salvation Army: please visit <https://www.salvationarmy.org.au/>

The Business Council of Australia is offering support to small businesses via their Community Rebuilding Initiative. More information regarding this can be found at: https://www.bca.com.au/emergency_response

For information on Endeavour Energy's financial hardship policy please visit our website at www.endeavourenergy.com.au