

Current as of 11 May 2020

## Information for Jemena Electricity Customers in Melbourne's North-West

### Who is Jemena?



We are Jemena, your electricity distributor. Our poles and wires provide electricity to homes and businesses in Melbourne's North-West.

*Not sure if you're a Jemena customer? Your electricity retailer usually lists your distributor's name at the top of your electricity bill as the one to call in the event of a fault.*

### Support available to our customers during COVID-19

We know many of our customers have been impacted by the COVID-19 pandemic. That's why we are providing extra support during this time.



#### Bill payment support

We are introducing the Energy Network Relief Package to take the pressure off household and small business energy bills for eligible customers. Until 30 June 2020, we will be working with retailers to reduce part of your electricity bill.

**To find out whether you could be eligible, contact your electricity retailer.**



#### Free over-the-phone home energy appointments

We are working with the Australian Energy Foundation and community services organisation Uniting Vic.Tas to offer free over-the-phone home energy appointments for our customers. During the appointments you will receive advice to better understand your bills and to check you are receiving all available concessions and discounts.

**To request a home energy appointment call either the Australian Energy Foundation on 1300 236 855 or Uniting.Vic.Tas on 1800 545 366.**



#### No disconnections for customers experiencing financial stress

Our customers can rest assured that we won't disconnect electricity for any residential or small business customers without their agreement before 31 July 2020.

**To learn more, either contact your electricity retailer to discuss your situation with the payment difficulties team. Or contact the National Debt Helpline on 1800 007 007 or visit: <https://ndh.org.au/debt-problems/electricity-gas-and-water-bills/>**



#### Minimising interruptions to your power

We will only perform planned works that are essential to the safety and reliability of our poles and wires during the COVID-19 pandemic. We will call all customers whose

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power will be interrupted in advance to discuss any concerns they have. We will also send an SMS reminder about the planned outage where possible.

**For more information about this service, call Jemena on 1300 658 045.**

## Extra support for customers with medical needs

If you are a customer with serious medical needs that require continuous power supply you can contact Jemena on 1300 131 871 or your electricity retailer to register as a Life Support Customer to receive extra support and communications.



### Batteries during planned outages

We know being without power for a short period is an additional challenge during the COVID-19 pandemic, so we are now offering to loan portable batteries free of charge to our electricity customers with medical needs during planned outages. This service is also available to customers who need continuous power supply for other reasons.

**You can request to loan a battery free of charge when a Jemena representative calls you about a planned outage in your area.**

## More ways we're here to help and how to contact us



### Help keeping track of home energy usage

With more people at home more often, some customers may be worried about using more electricity. Jemena's Electricity Outlook Portal can help you keep track of your current electricity use and compare it to your electricity use when you weren't spending as much time at home due to COVID-19. It can also help you estimate how much your electricity is costing you every day.

**To sign up to the Electricity Outlook Portal, visit <https://electricityoutlook.jemena.com.au/>**



### 24/7 power outage support

While our teams work hard to provide all our customers with safe and reliable electricity, sometimes due to a range of reasons, the power may go out unexpectedly.

**To reach our 24/7 Faults and Emergencies Hotline call 131 626. In the event of a life-threatening emergency, please call Triple Zero (000).**



### Support for non-English speaking customers

Need help understanding or accessing any of this information and/or support?

**To access Interpreter support, call 13 14 50**

**For more information about Jemena and our response to COVID-19 visit [www.jemena.com.au](http://www.jemena.com.au)**