

Current as of 22 April 2020

Information for people who use Jemena Electricity in Melbourne's North-West (our Customers)

Who is Jemena?



Jemena looks after the electricity poles and wires that give electricity to homes and businesses in Melbourne's North-West. This is called an electricity distributor.



If you are not sure if you use Jemena electricity, you can look on your electricity bill.



Your electricity distributor's name is at the top of your electricity bill.



You can call the electricity distributor if there is something wrong with your electricity.

Support to our customers during COVID-19



We know Coronavirus (COVID-19) has made it hard for lots of people.



Jemena wants to do what we can to help our customers.

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Bill payment support



We are working with your electricity company (called an electricity retailer) so you do not have to pay as much money for your electricity.



This is called the Energy Network Relief Package.



This will help people with their electricity bills until 30 June 2020.



To find out if you can get the Energy Network Relief Package call your electricity retailer.

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Free over-the-phone home energy appointments



You can call the **Australian Energy Foundation** on **1300 236 855** or **Uniting.Vic.Tas** on **1800 545 366**:



- If you need help to understand your bill



- to make sure you don't have to pay more than you need to (concessions and discounts).



They will make a day and time with you to talk over the phone.



You do not have to pay for these calls.

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No disconnections for customers experiencing financial stress



If you cannot pay your electricity bill we will talk to you about ways we can help.



We will not stop your electricity before the 31st July unless you want us to.



If you have questions or need more help call:



- your electricity retailer



- the National Debt Help line on 1800 007 007



or go to: <https://ndh.org.au/debt-problems/electricity-gas-and-water-bills/>

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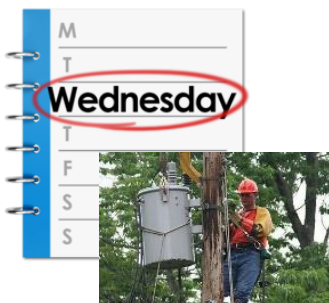
Minimising interruptions to your power



During Coronavirus (Covid-19) Jemena will only do work on electricity poles and wires if they need to be fixed or to make sure they are safe.



We will do the work quickly to make sure you have electricity



When electricity needs to be stopped so we can fix the electricity poles and wires it is called a planned outage.



If we have a planned outage, we will call you and send you an SMS before it happens.



For more information call **Jemena** on **1300 658 045**.

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Extra support for customers with medical needs



If People are sick and need electricity for their medical equipment, like a dialysis machine, they are called Life Support Customers.



If you are a Life Support Customer, you will need to call Jemena on 1300 131 871 or your electricity retailer to let them know.



They will make sure you get the help you need.

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Batteries during planned outages



When there is a planned outage, we have batteries you can use if:



- you have medical needs



- you need electricity for other things, like an electric hoist or an electric wheelchair



You can ask to use a battery for free when Jemena calls you about the planned outage.

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



Help keeping track of home energy usage



Some people may be worried about how much electricity they are using now they are home more.



Jemena has an online service, called the Electricity Outlook Portal.

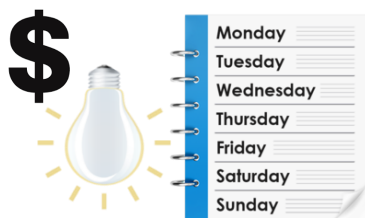
This will give you information about:



- how much electricity you are using



- how much electricity you used when you were not at home as much



- finding out how much your electricity might cost you every day



To get onto the Electricity Outlook Portal, go to

<https://electricityoutlook.jemena.com.au/>

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24/7 power outage support



Sometimes your electricity stops when there is not a planned outage.



There are lots of reasons why this might happen, like when there has been an accident or bad weather.



If your electricity stops call the **Faults and Emergencies Hotline** on **131 626**.



Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday

You can call the Hotline 24 hours a day, 7 days a week.



If you are in danger Call Triple Zero (000)

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Support for non-English speaking customers



If you need this information in another language

Call **Interpreter support** on **13 14 50**



For more information about Jemena and how we can help you go to www.jemena.com.au