

# Supporting you through COVID-19

We are Jemena, your electricity distributor. Our poles and wires provide electricity to more than 360,000 homes and businesses in Melbourne's North-West.



We will waive or defer our portion of your electricity bill if you have been impacted financially by COVID-19. Contact your retailer for more information and to see if you're eligible.



We won't disconnect electricity for any customers without speaking to you first.



We are providing free over-the-phone home energy appointments for our customers to help you better understand your bills and to check you are receiving all available concessions and discounts. Call the Australian Energy Foundation on 1300 236 855 to book.



We're offering our customers a free portable battery to borrow when we have to disconnect your electricity temporarily to perform essential maintenance.



**Supporting our Customers through COVID-19**

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