

# The Energy Charter

## Cost-of-Living Statement of Support (SoS)

Energy Charter signatories have come together to align support for our customers and communities experiencing vulnerability due to the impact of increasing cost-of-living pressures. The signatories listed below commit to the relief, support and prevention measures set out below, which are in addition to individual programs and initiatives within their organisations.

### 1. We will provide relief to customers to alleviate cost-of-living pressures by:

Prioritising clear communications with customers and communities about the availability of energy supports and concessions and where to get help.	AGIG, Aurora Energy, Ausgrid, EnergyAustralia, Endeavour Energy, Essential Energy, CS Energy, Jacana Energy, Jemena, Horizon Power, Powerlink Qld and TasNetworks
Supporting a national concessions awareness and engagement campaign coordinated by the Energy Charter in partnership with other key stakeholders.	AGIG, Aurora Energy, EnergyAustralia, Endeavour Energy, Essential Energy, CS Energy, Jacana Energy, Jemena, Powerlink Qld, TasNetworks
Offering all residential and small business customers who indicate they may be in financial stress a payment plan or hardship arrangement, regardless of whether the customer meets the 'usual' criteria for that assistance.	Aurora Energy, EnergyAustralia, Jacana Energy
Being prepared to modify existing payment plans if a customer's changed circumstances make this necessary.	Aurora Energy, EnergyAustralia, Energy Qld, Jacana Energy
Partnering with others to "knock" to avoid any potential disconnection of customers who may be in financial stress through the Energy Charter <a href="#">Knock to Stay Connected Customer Code</a> .	AGIG, Essential Energy, EnergyAustralia, Endeavour Energy, Jemena, Ausgrid, Aurora Energy, TasNetworks and SA Power Networks

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## 2. We will support customers to manage cost-of-living pressures by building resilience, capacity and capability by:

Expanding Community Capability Building programs such as the successful “Voices for Power” train-the-trainer model delivering community appropriate energy literacy workshops.	Ausgrid, Endeavour Energy, Jemena, Aurora Energy, Horizon Power, Jacana Energy, TasNetworks and SA Power Networks
Ongoing support for the Uniting Energy Support Program offering free tailored, one-on-one advice and assistance to energy customers to help them navigate their bills, energy efficiency and access to supports.	Jemena, Essential Energy, Endeavour Energy, EnergyAustralia, Powerlink QLD, CS Energy, APA Group
Supporting community benefit funds used for initiatives such as energy efficiency and access to new energy technologies (solar and batteries).	Energy QLD, Powerlink QLD, TasNetworks, Transgrid

## 3. We will seek to mitigate future cost-of-living pressures for customers by proactively addressing risk-factors and structural/systematic issues by:

<p>Ensuring that investment, commercial and operational decisions are aligned with alleviating cost-of-living pressures by partnering with others to assist in:</p> <ul style="list-style-type: none"> <li>Improving housing affordability through transmission and generation projects in regional Australia.</li> <li>Expanding telecommunication access and costs through transmission and distribution infrastructure in regional Australia.</li> <li>Delivering economic benefits to local communities through transmission and generation projects in regional Australia.</li> <li>Minimising network constraints on generators so that wholesale market prices are not impacted, supporting improved customer bills.</li> <li>Connecting cheaper renewable generation in an efficient and coordinated way that maintains reliability and minimises costs. This increases the amount of renewable energy available to customers, and as the cheapest form of energy, supports reduced energy bills by lowering wholesale energy costs.</li> <li>Using new technology to maximise the utilisation of the transmission network, reducing the need for additional network investment, where the cost of additional investments is paid by customers via their electricity bills.</li> </ul>	Powerlink QLD, TasNetworks, Transgrid and SA Power Networks
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We will transparently disclose on how we are meeting our commitments under this Statement of Support and identify areas for continuous improvement through our annual Energy Charter disclosures and accountability process which includes direct CEO engagement with customer and community representatives and other stakeholders.

For more information, please [click here](#).