



## **Discover Energy Pty Ltd**

### Customer Hardship Policy

### Summary Version

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**Approval Date**      **22 July 2019**

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**Approved By**      CEO

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**Version 3:** 22 July 2019

## Schedule A: Discover Energy Hardship Policy Summary

*NB: This document will be published on the Discover Energy website and sent to customers on request and along with HP01. It is intended as a short guide to the rights and obligations of customers under the Hardship Program.*

### An Introduction to Discover Energy's Hardship Program

Discover Energy operates a hardship program to support our customers through difficult times. Our hardship program is designed to assist customers who have the intention, but not the capacity, to pay energy bills. The entry criteria, benefits and program features are summarized in this document.

#### 1. Why we have the Hardship Program

The Hardship Program is a positive alternative to the standard collection process and is designed to assist customers experiencing hardship. We have a dedicated hardship team who will ensure customers are assisted in managing their accounts.

#### 2. Eligibility criteria

To enter and remain on the Hardship Program, customers must meet the following three criteria:

- Have a current residential customer account
- Being experiencing financial hardship

If customers are unsure whether they meet the above criteria, they should call our staff for assistance in understanding eligibility.

#### 3. Benefits and Features of the Program

The benefits of the program include:

- Flexible payment arrangements considering customer debt, consumption needs for the next 12 months and capacity to pay;
- Assistance and advice in managing accounts and energy consumption;
- Assistance in applying for and advice on government funded concessions and rebates;
- Free energy audits;
- Guaranteed non-disconnection of customer electricity accounts; and
- Review of the appropriateness of market contracts at no cost.

#### 4. Contact Us

If customers have questions about this notice or would like to participate in the Hardship Program, they should contact our helpful and friendly Hardship Team on 1300 946 898. The Hardship Team is available between the hours of 8:30 a.m. and 5:00 p.m., Monday to Friday.

#### Interpreter Service

Should you need an interpreter service we will provide access to an interpreter service for you or alternatively, we will arrange an interpreter when we contact you to provide assistance.

## Chinese

若你需要口譯員，請致電 **131 450** 聯絡翻譯和口譯服務署 (TIS National), 要求他們致電 1300 946 898 聯絡 Discover Energy。我們的工作時間是 Mon-Fri 9:00am-5:00pm。

## Greek

Αν χρειάζεστε διερμηνέα, παρακαλείστε να τηλεφωνήσετε στην Υπηρεσία Μετάφρασης και Διερμηνείας (Εθνική Υπηρεσία TIS) στο **131 450** και ζητήστε να τηλεφωνήσουν Discover Energy στο 1300 946 898. Οι ώρες λειτουργίας μας είναι Mon-Fri 9:00am to 5:00pm.

## Spanish

Si necesita intérprete, llame al Servicio de Traducción e Interpretación - Translating and Interpreting Service (TIS National) al **131 450** y pídale que llamen a Discover Energy al 1300 946 898 Nuestro horario de atención es Mon-Fri 9:00am to 5:00pm.

## Vietnamese

Nếu cần thông ngôn viên, xin quý vị gọi cho Dịch Vụ Thông Phiên Dịch (TIS Toàn Quốc) qua số **131 450** và nhờ họ gọi cho Discover Energy qua số 1300 946 898. Giờ làm việc của chúng tôi là Mon-Fri 9:00am to 5:00pm.

## Arabic

والطلب، الرقم **131 450** على (TIS National) والشفهية الخطية الترجمة بخدمة الاتصال الرجاء مترجم، إلى بحاجة كنتم إذا  
Mon-Fri, 9:00am to 5:00pm هي عملنا أوقات 1300 946 898 الرقم على Discover Energy بوكالتكم الاتصال منهم