

## **Supporting our people, customers and the community in the COVID-19 crisis**

Perth Energy plays an essential role in keeping the lights on for Western Australia businesses and we take that responsibility seriously.

As we respond to Coronavirus (COVID-19), our approach is informed by protecting our people, keeping the lights on, and supporting broader community efforts to stop the spread of the disease.

### **People**

As the COVID-19 outbreak continues, we continue to monitor the advice from the Government and Health Authorities.

We have taken precautionary measures including closing our Perth office, restricting business-related travel and introducing a new split roster at our Kwinana Swift Power Station. All of our office-based staff are working remotely, and we are unable to accommodate visitors at either of our sites.

These measures have been introduced to reduce the risk to our staff and clients and to help limit the spread of COVID-19 in our community. These changes will not impact on our supply of energy services.

### **Customers**

Along with changes to the working arrangements of our staff, we are limiting face to face meetings and are asking staff and clients to use technology where possible.

Although these measures may impact the way you engage with us, please know that we will continue to provide you with the high-quality service and support you have come to expect from us - just in a more agile way.

The Perth Energy Team can still be contacted on the same number and you will be able to contact them in the same way as you always have. We would also like to assure our customers that our power station is performing normally, and we are well-prepared.

Many of our customers will be concerned about what's ahead and, for some, these concerns will be about how they're going to pay their bills. Every day our people work tirelessly to make sure the energy that powers businesses is provided. We are proud of the work we do and the trust that the community places in us.

In these times please know that if you are having difficulties you can call and speak to one of our credit team members on 08 9420 0300 to discuss your payment options. Additionally, if you are changing your business operating hours or if your business is going into hibernation for a period of time, you can contact your account executive to assist with your energy management.

## Community

We take our role as an essential service provider to thousands of Western Australian business gas and electricity connections and a generator of electricity in Western Australia very seriously.

Perth Energy has robust business continuity plans in place, including at our power station, to ensure we keep generating the energy West Australians needs from us.

These are extraordinary times in our community, but we are confident that we will continue to work together to equip ourselves for these challenging times.

Yours Faithfully



Giles Redmile

CEO Perth Energy