

Cowell Electric Supply wants to ensure that retail customers are supported in maintaining their electricity supply and are provided assistance if experiencing financial hardship.

This Policy has been developed by Cowell Electric Supply (CES) to ensure the requirements set out by the Australian Energy Regulator (AER) and Essential Services Commission of SA (ESCOSA) regarding customers who are experiencing payment difficulty are met. Details of these requirements are outlined in the Retail Exemption issued by the AER and licence issued by ESCOSA.

Are you experiencing payment difficulty?

We encourage you to contact us as soon as possible if you are experiencing difficulty in paying for your electricity. Once notified, we will provide you with a copy of the Hardship Policy. We will work with you to arrange an extension on your electricity bill due date or offer you a payment plan. There are no fees or charges associated with the payment plan. The payment plan will take into consideration:

- Your capacity to pay
- The amount of debt you owe
- Your expected electricity consumption needs over the following 12-month period
- Whether you want to pay instalments in advance or in arrears.

We will also offer you information regarding:

- opportunities to access support services, such as concessions, rebate programs, and financial counselling
- alternative payment methods such as CentrePay
- advice about saving energy in the home.

We will not disconnect your electricity supply if you are making the agreed payments of your payment plan. You must call us if your contact details change or if you need to make any changes to a payment previously agreed to.

If you do not make the agreed payments and we are unable to contact you, you risk having your hardship plan cancelled and your electricity supply disconnected. Once you have paid your debt or agreed amount, reconnection can occur.

For more information, please contact us on:

1800 805 020 (free call)
retail@cowellelectric.com.au



Cameron Thompson

Chief Executive Officer