

# Account Customer Hardship Policy

Cowell Electric Supply wants to ensure that customers within the Remote Area Energy Supply (RAES) scheme are supported in maintaining their electricity supply and are provided assistance if experiencing financial hardship.

This policy applies to all account customers in remote townships and communities within the RAES scheme, including townships of Blinman, Cockburn, Glendambo, Kingoonya, Manna Hill, Marla, Maree, Nundroo, Oodnadatta, Parachilna and the Communities and associated Homelands within the APY Lands, Oak Valley, and Yalata.

This policy does not extend to the RAES Independent Operators in Andamooka, Coober Pedy and Yunta, however, similar overarching Licence and Code requirements apply to the Independent Operators.

Special arrangements have been made for Community Prepayment Customers. Details of these arrangements are outlined in the *New to Payment Customer Provisions Policy*.

All generation, distribution, and retail services under the RAES scheme are regulated by the Essential Services Commission of South Australia (ESCOSA). This Policy has been developed by Cowell Electric Supply (CES) to ensure the requirements set out by ESCOSA regarding customers who are experiencing payment difficulty are met. Details of these requirements are outlined in the relevant Retail licences issued by ESCOSA.

## Are you experiencing payment difficulty?

We encourage you to contact us soon as possible if you are experiencing difficulty in paying for your electricity. Once notified, 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. If you do not make the agreed payments, you risk having your hardship plan cancelled and your electricity supply disconnected. Once you have paid your debt or agreed amount, reconnection can occur remotely via your smart meter. For more information, please contact us on:

- 1800 805 020 (free call)
- [accounts@cowellelectric.com.au](mailto:accounts@cowellelectric.com.au)