

COVID-19

SUPPORTING CUSTOMERS AND MAINTAINING SUPPLY

Active reassures our customers that help is available for anyone impacted by COVID 19 and that we will continue to be available to address your concerns and manage your electricity supply during the pandemic.

Active's actions include:

- Helping customers impacted by COVID-19 by offering payment extensions and supporting the most vulnerable through our hardship program, such as with tailored payment plans and protection from disconnection
- Staff in critical roles continue to work to keep our customer service, accounts and operations running safely and reliably
- Precautions in place to protect the health and safety of our team members and the communities in which we operate

Many Australian households and small businesses are facing considerable economic uncertainty and we understand energy bills can cause further stress at this time, particularly for the more vulnerable members of our community.

We encourage any customers who are having trouble paying their bills to call us to discuss other types of support available. We will continue to use our hardship program as the primary vehicle through which we support vulnerable customers, such as with tailored payment plans and protection from disconnection.

Most of our workforce is now working remotely, and we've implemented a range of precautions to protect our people who continue to work in roles critical to maintaining energy supply. These actions include managing shifts and rosters to reduce contact between staff, social distancing measures, restricting visits to sites to essential only and additional health screening. We continue to evolve these protocols in line with the latest advice from the government and health authorities.

For more information on our Hardship Policy, please click this [LINK](#) to access the policy in your state.