

Media Release

Friday, 31 July 2020



Jemena Provides COVID Relief in New South Wales and Victoria

Leading energy infrastructure company, Jemena, is stepping up to the challenges posed by COVID-19 with the implementation of a *Small Retailer Relief Package* for Jemena's New South Wales gas distribution network as well as an extension of the *Energy Network Relief Package* for customers of Jemena's electricity network in Victoria.

Both packages will allow retailers to defer the payment of network charges and are designed to ensure that small retailers are able to provide immediate and targeted relief for residential and small business customers enduring hardship as a result of COVID-19.

New South Wales *Small Retailer Relief Package*

Jemena's Managing Director, Frank Tudor, said Jemena has voluntarily implemented a *Small Retailer Relief Package* for its New South Wales gas distribution network which came into effect on 1 July 2020 and will run until 31 December 2020. The package allows participating small retailers to defer the distribution portion of eligible small business and residential customers' gas bills for up to three months.

Mr Tudor said the package acknowledges the important role smaller retailers play in Australia's energy market.

"We know customers benefit from the competition smaller retailers bring to the market, which helps to place downward pressure on energy bills and improve customer service," said Mr Tudor.

"Our ambition is to help ensure these retailers are able to weather the impacts of COVID-19 so they can continue to operate and bring competition and choice to the market over the long-term."

Mr Tudor said retailers participating in the program include: CovaU, GloBird Energy, Sumo Energy, and Click Energy. Customers of energy retailers not participating in the package are encouraged to discuss their individual circumstances with their energy retailer, noting many retailers offer financial relief and support as part of their hardship programs.

Jemena's distribution charges account for between 35-40% of a typical household's gas bill.

Network Relief Package extended to support customers of Jemena's Electricity Network in Victoria

In Victoria, eligible customers of Jemena's electricity distribution network - which delivers energy to over 360,000 customers across Melbourne's north west - will continue to have their network charges deferred after the state's five electricity distribution businesses voluntarily offered to extend the *Energy Network Relief Package* which commenced on 1 April 2020.

Media Contact: Michael Pintabona 0428 742 804

As part of the package's extension, support will be provided to eligible Victorian customers for a further six months from 1 August 2020 to 31 January 2021 and applied to electricity bills issued in the period 1 September 2020 to 28 February 2021.

The Network Relief Package has already been extended once before from 30 June to 31 July 2020.

For more information about the *Small Retailer Relief Package* in New South Wales or the *Electricity Network Relief Package* visit www.jemena.com.au.

About Jemena

Jemena is an \$11.5 billion company that owns and manages some of Australia's most significant gas and electricity assets. These include:

- the Jemena Gas Network servicing 1.4 million customers around NSW
- the Eastern Gas Pipeline which delivers gas from Victoria's Gippsland basin to the ACT, Sydney and regional NSW
- the Queensland Gas Pipeline which supplies Gladstone and Rockhampton
- the Darling Downs Pipeline System which transports gas to the Wallumbilla gas trading hub, the 630MW Darling Downs Power Station, and to the feeder pipeline to the APLNG LNG liquefaction plant at Gladstone
- Jemena's Victorian electricity network which delivers electricity to over 360,000 homes and businesses in northern and western Melbourne
- the Northern Gas Pipeline from Tennant Creek in Northern Territory to Mount Isa in Queensland.

Jemena also part-owns the ActewAGL electricity and gas distribution networks in the ACT and United Energy, which supplies electricity to more than 600,000 customers across south-eastern Melbourne and the Mornington Peninsula.

More information on Jemena can be found at www.jemena.com.au

Media Contact: Michael Pintabona 0428 742 804