

## COVID-19 Support, Energy Tips & FAQs

# How Energy Trade is Working to Support You



COVID-19 is impacting all of us and we know first-hand how challenging this time is for so many people. We want to let you know, that as a vital part of the community and of your home, our top priority is looking after you and our employees. We're working hard to prioritise safety, emergencies and to support our most vulnerable customers.

We acknowledge that many of you may be concerned for what's ahead, and for some, this can be disruption to their usual lifestyle or employment situation and it can also be questions about your bills.

*As you'd appreciate, we're extremely busy with longer wait times, but you can reach us in many other ways and there's no need to wait on the phone... visit <https://www.energytrade.com.au/covid19support>*

## We want to let you know that we are with you every step of the way:

- We're here to help you. We know some of you are going through some really tough times. If circumstances have changed for you (well, more than most!), get in touch. You can [visit Customer Portal](#), send us an email at <mailto:billing@energytrade.com.au> or call our Australian Based team 1300 001 255
- We've made it easier for you to get answers you need online, as we anticipate higher call volumes. Check out our quick-fix [Help and FAQs](#) on site.
- We are able to set up payment plan options, to help you better manage your bills. You can also have a look at our [Billing Options](#) and [Rebates for Concession Card Holders](#), if you are eligible and haven't yet applied. The best way to stay on top of your bills at times like these, is to make small payments. You may also want to discuss our [Hardship Program](#).
- And we've prepared some top energy and money saving tips below. These tips might be particularly useful if you are working from home or have family spending more time at home too.

## We're reducing risk to you and our employees:

- We're self-isolating too! Our team members are also following Government advice. We've have put in place measures to reduce risk to you and our employees
- If we need to attend site, all technicians and employees are following social distancing recommendations and minding their space
- We have spoken directly to many of our aged care sites, to put in place any additional provisions needed
- If there is anyone at site you are in particular concerned for, please let our team know
- We have contacted our essential technicians and engineers to ensure hygiene practises such as handwashing and sanitising is done throughout the day. They have all been provided with extra hand sanitiser too!
- We have increased our cleaning schedules in addition to hygiene practises on site
- No iPad / equipment / pens will be given to you by any technicians or engineers
- All technicians and employees have been advised to self-isolate at any hint of feeling unwell or early symptoms

## We're getting a high volume of calls & emails, so we've made it easier for you to troubleshoot many of your questions online!

We are getting a high volume of calls from people whose circumstances have dramatically changed financially. If the wait times are a little bit longer, please don't worry, we will get back to you as soon as we can.

If you're one of the lucky ones, and your issues are more day-to-day things like grid outages, wanting to understand how to pay your bill, or other questions, we recommend troubleshooting online first. This will help get your answers faster, so you can get on with your day and help our Customer Service team help those who can't troubleshoot online.

You can:

- Check out our new FAQs for quick troubleshooting when you need it most [Help and FAQs page](#)
- You can see your account, payment options and much more on our [Customer Portal](#)
- You can also ask questions from Maya, our AI Chatbot which is now live, helping direct you to the answers you are looking for (it's still in learning mode, so feel free to let us know any feedback!)
- Our amazing Customer Service team is still hard at work answering your questions, albeit in a slightly different setup to normal, to do our bit to keep everyone safer and to support social distancing. We anticipate there may be some delays and we are getting a large volume of calls & emails, but at this time, we are doing all we can to help you, and keep our hard-working employees safe too. You can contact them 9am to 6pm on 1300 001 255 or [billing@energytrade.com.au](mailto:billing@energytrade.com.au)

## Top Tips to Save on your Bill!! (While Staying In)

We know that right now a lot of you may be working from home and perhaps having your children or relatives spending more time at home too. It can be easy for energy bills to creep up, particularly as we head to the cooler months.

We want to help you save on energy, reduce your bills and avoid any surprises each month. Here are some top tips, that really add up:

- **Lighting matters:** open the blinds and opt for natural light where you can! If you're working from home, we recommend positioning your desk right near a window to maximise the light. Don't forget to switch off the lights in the rooms you aren't using too and switch to LED lights if you can, safely, at this time.
- **Turn off standby mode:** unplug or switch appliances if you aren't using them. Appliances like TVs, microwaves, washing machines etc can all use energy on standby mode, switching them off at the wall can save your energy and money.
- **Energy efficient appliances and heaters make a big difference:** If you need to buy a new appliance, we recommend looking at the energy rating. The higher the stars, the better. Every year, when autumn and winter come, we get a LOT of calls from people finding their energy bill have shot up, because they are using a cheap heater that is churning through electricity fast. A better-rated energy efficient heater can really save on your bill in the long-term
- **Control your home temperature:** Close the doors and curtains to the rooms you aren't using, this may be the bathroom, laundry or bedrooms if you need to keep heat in, or the cold out. Open them up, if you need to let a cool breeze through. By doing this you can regulate the temperature without even turning on your electricity. Use your heating and cooling moderately, when you need to.
- **Keep your showers short:** Water restrictions may be easing, but if you stay in the habit of keeping your showers short – and making sure your family do too – then you can save a lot of money on

your bills. As winter comes, try warming your towels safely, to make getting out of the shower a whole lot easier.

- **Unpack the winter woollies, blankets and quilts:** Remember to get out your winter quilts, blankets and clothes *before* turning on the heating. Sometimes it takes our bodies a little while to adjust. make sure everyone in your home stays warm enough, particularly at times like this.
- **Washing clothes and dishes:** We know that hygiene is critical right now. To help that, we recommend using your clothes washer or dishwasher, instead of handwashing, on an eco-setting. This can help you use less hot water. You can also save energy by waiting until these appliances are full, before running a cycle. Less cycles, means less energy consumed.

**You can** see more [Energy Saving Tips here!](#)

These are just a few ideas that may help make a big difference to your energy bill. Difficult times put people under unexpected financial pressure, but we are here to support you.

## Stay updated on COVID-19

As the situation continues to unfold, we will keep you updated on our response. Please visit [Covid Update](#) to find our most up to date information.

As always, if there is anything we can do, please get in touch.

Take care and stay safe,

**The Energy Trade team**