



Red Energy

National Hardship Policy

are incorporated into the training programme to ensure our team is provided with the necessary understanding and abilities to identify and refer customers identified as possibly experiencing payment difficulties.

In addition, our Customer Care and Payment Assist Specialists are given specific training on identifying and managing customers in hardship. This training includes the utilisation of external agencies to assist in the sensitive management of customers in the program. This training is frequently updated and refreshers are provided periodically to ensure our team is able to assist customers in need. Our processes are regularly reviewed to ensure the customer outcomes we seek are being met. These process are maintained in our advanced knowledge management tools.

15.Disconnection policy

While every effort is made to assist customers experiencing payment difficulty maintain energy supply to their household, there are circumstances where you may be returned to regular management of their arrears, which may result in disconnection.

Customers in the Customer Care program will not be disconnected for non payment; however, a customer that does not fulfil their obligations may be returned to regular credit management and can potentially be disconnected as a last resort. For example, if you miss a payment and we let you know your plan has been broken, you must get in touch with us immediately to avoid further action being taken. We will clearly explain what you need to do and when.

The success of the program is dependant on the cooperation of both parties and this includes a willingness to keep to the payment plan as agreed with the Customer Care Specialist. Should you fail to participate in the program, not show intent to keep minimum payments or contact with us to discuss revised payment options, or no longer need hardship assistance, you will be advised in writing of your removal from the program.

16.Review of Policy

Red Energy has an established hardship program that has been modified and expanded to ensure the best outcome for the customer and the business. The policy and processes will be reviewed on an ongoing basis as part of Red's internal compliance program.

Date - 1 January 2019

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