

GloBird Energy COVID-19 customer support measures

COVID-19 pandemic impacted many Australian businesses and consumers by impacting their income and causing financial stress. In March 2020, the Energy Regulators introduced expectations to help protect thousand householders and small businesses from disconnection, referral to debt collectors, and credit defaulting listing. This was designed to be a short term, temporary measure which has now come to an end as of 30 June 2021.

As of the 1st July 2021, the Energy Regulators introduced standby support expectations in the event jurisdictions are subject to extended stay-at-home orders/restrictions or lockdowns or should we become aware that a residential customer is isolating or quarantining due to COVID-19 and until two weeks after the stay-at-home order ends.

It protects energy consumers from disconnection and debt collection and provides extra access to payment plans and hardship supports.

The consumer protections required in a lockdown:

1. To offer all residential and small business consumers who indicate they may be in financial stress a payment plan or hardship arrangement.
2. To not disconnect any residential or small business consumers who may be in financial stress (including residential and small business consumers in an embedded network) without their agreement.
3. To defer referrals of residential and small business consumers to debt collection agencies for recovery actions or credit default listing.

Help is available to all residential and small business customers who indicate they have been impacted by the stay-at-home orders or lockdowns. Please reach out to us if you need help and help will be provided.

Here are some of the ways we can help:

- We can help you with a payment extension. This will give you some extra time to pay your bills.
- We can set you up on a payment plan. This will allow you to pay your bills with equal payments over a specified period.
- We can help you tailor an arrangement which suits your current circumstances.
- We are prepared to modify existing payment plans if your circumstances make this necessary.
- We can check to ensure you are on the appropriate tariff most likely help to minimise your energy costs.
- We can check if a lower cost plan is available and with your consent, help you minimise debt by re-calculating debt based on another available plan.
- We can provide advice on all relevant government assistance programs or organisations with financial counselling services.
- We will ensure that relevant government concessions and rebates are applied to your account with your consent and assistance.
- We can apply missed pay on time discounts to your account if you are on a pay on time contract.
- We will provide clear, up to date communications with you.
- We urge you to stay in touch with us and keep us informed of your situation.
- We will monitor your account and keep in touch on a regular basis to see how you are going.
- We will not disconnect any residential or small business customers through this period who is in financial stress until and has contacted us or responded to communications from us or is accessing a form of retailer support such as hardship program, or payment difficulty assistance or other forms of assistance.
- We will pause referring any customers to our debt collection agency or default list any customers who is having trouble paying through this period and remains in contact with us.

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- We will waive disconnection, reconnection and/or contract break fees for small businesses that have ceased operation during any period of disconnection until 30 June 2021.
- We will prioritise the safety of customers who require life support equipment and continue to meet responsibilities to new life support customers.

You can contact us from 8:30am to 5:30pm Monday to Friday AEST on 13 3456 or email

CS@globirdenergy.com.au

We thank you for your patience in advance for any delays in responding to your enquiry due to increased call volumes. We'd appreciate your support by submitting all non-urgent enquiries either online or via email at CS@globirdenergy.com.au

We ask you to please be patient with our customer service team.

Globird Energy wishes everyone a safe wellbeing.

For our residential customers, our hardship program is available to you. Please refer to our hardship policy

For Victoria: [Payment_Assistance_Policy_v1.4-11092019.pdf](#) (link to document)

For In NSW, SA and Qld: [National_Hardship_Policy_v2.5-01082019.pdf](#) (link to document)