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AEMC FINAL DECISION ON CUSTOMER SUPPORT

Energy Networks Australia welcomes the release today of the Australian Energy Market Commission's (AEMC) final decision on customer support for COVID-19.

The AEMC decision builds on the [proactive support measures](#) announced by energy networks at the early stages of the pandemic.

Energy Networks Australia CEO Andrew Dillon said the targeted nature of the final decision would enable network businesses to continue to provide support to residential and small business customers impacted by COVID-19 in the form of cash flow assistance to eligible retailers.

"Energy networks have been proactive in providing assistance throughout the pandemic, and we will continue to do our part to help retailers support their customers who are impacted by COVID-19," he said.

"Networks are again stepping up to support the small retailers who drive competitive deals for customers.

"If further support is needed beyond today's rule change, it is incumbent on other parts of the energy supply chain to contribute."

Mr Dillon said energy networks were taking steps to minimise the impacts of planned works during the pandemic while also ensuring the lights stayed on and the gas keeps flowing.

"We know how much customers rely on power and gas, which is why networks are taking steps to reduce impacts of critical works while also maintaining a safe and reliable network," he said.

Today's AEMC decision applies to all networks in the National Electricity Market except Victoria.

Victorian electricity networks [recently announced expansions](#) to their existing support measures.

Gas networks in Victoria, New South Wales and South Australia also have extended support for small retailers to December 2020.

For a web version of this media release, [click here](#).

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Energy Networks Australia is the national industry body representing Australia's electricity transmission and distribution and gas distribution networks. Our members provide more than 16 million electricity and gas connections to almost every home and business across Australia.