

Perpetual Energy Family and Domestic Violence Policy

1.0 Document Information

Internal Use Only

IF YOU ARE EXPERIENCING FAMILY OR DOMESTIC VIOLENCE PLEASE CONTACT “1800RESPECT” FOR PROFESSIONAL SUPPORT

2.0 Introduction

2.1 Background

Family and domestic violence can take place in several ways and can affect its victims differently. Perpetual Energy is committed to protecting customers affected by family and domestic violence in all its forms.

Importantly, family and domestic violence may be economic in nature by:

- Insisting an energy account is in an effected customer’s name and refusing to contribute to the cost;
- Holding an energy account jointly and refusing to contribute to the cost;
- Holding an energy account in the perpetrators name and not paying bills, resulting in disconnection of the affected persons premises; or
- Holding the account in the perpetrators name and threatening to have the service cut off.

This policy describes how we will help, respect and care for each affected customer in every interaction.

2.2 Purpose

This policy provides a framework to support customers who experience family and domestic violence. Customers who are experiencing, or who are at risk of experiencing, family and domestic violence are encouraged to seek support from professional support services such as “1800Respect” or “White Ribbon Australia”.

2.3 Scope

This policy applies to all residential and small business customers of Perpetual Energy.

3.0 Policy

3.1 Identifying family and domestic violence

Identifying cases of family and domestic violence can be difficult due to a number of factors. It is Perpetual Energy's responsibility to ensure our staff are trained to do the best possible job in identifying possible cases of family and domestic violence and work with the affected customers and using the available tools to achieve the right outcome.

3.2 Principles

Perpetual Energy's priority aim in the case of domestic and family violence is to keep the affected customers safe in as many ways as we can.

This would include:

- Advising the customer to seek professional support;
- Ensuring our customer service staff are trained to identify and respond to suspected cases of family and domestic violence in a respectful and professional manner;
- Where possible, agree on a safe and confidential method of communication with customers (the best options will typically be a mobile number or email address that may be different to the standard contact details on file for the customer);
- Keeping the account and personal information secure from access by unauthorised parties (this may include provision of a secure passphrase required to be provided to access the customer's information);
- Add a note to the affected customer's account to help prevent repeated requests to describe the situation;
- Provide information to affected customers regarding external support services (such as "1800Respect" or "White Ribbon Australia") at a time that is safe, respectful and appropriate;

The contact details for 1800Respect are via phone on 1800 737 732, text 0458 737 732 or visit www.1800RESPECT.org.au for online chat and video call services.

For White Ribbon Australia resources, visit whiteribbon.org.au.

Documented evidence of family violence is only to be sought when considering debt management and recovery or potential disconnection. This evidence must be limited to that which is reasonably required by Perpetual Energy for the purposes of considering debt management and recovery or restrictions on disconnection.

3.3 Financial relief

If a customer affected by family and domestic violence experiences payment difficulties, we'll offer support under our Financial Hardship Policy.

This may include access to payment plans, government grants and concessions, and alternative payment methods.

No customer who is receiving support for being affected by Domestic and Family Violence under this Policy will be charged late payment fees or have a disconnection process initiated.

Before taking action to recover arrears from an affected customer, Perpetual Energy will take into account:

- (a) the potential impact of debt recovery action at that time on the affected customer; and
- (b) whether other persons are jointly or severally responsible for the energy usage that resulted in the accumulation of those arrears.

Perpetual Energy may choose to waive, suspend or repurchase the debt of an affected customer at its discretion.

3.4 Applications

Customer can apply to access financial assistance for being affected by domestic and family violence via contacting our accounts team AP@perpetualenergy.com.au as per our Financial Hardship Policy.

3.5 Record keeping and accessibility

Perpetual Energy will maintain records of any communications and assistance provided in accordance with this policy for at least two years or longer if a case being treated under this policy is still active beyond that time.

Perpetual Energy will provide a copy of this Family Violence Policy at its website www.perpetualenergy.com.au in a readily printable form.

3.6 Accountability and Responsibility

Accountability and responsibility for this policy is outlined below.

Chief Executive Officer

Overall responsibility for compliance with this policy.

Overall responsibility for enforcing accountability.

Overall responsibility for providing resources.

Overall responsibility for performance monitoring.

Compliance Manager

Develop frameworks and procedures in compliance with this policy.

Enforce responsibilities to achieve compliance with frameworks and procedures.

Provide appropriate resources for the execution of the frameworks and procedures.

Employees, Contractors and Volunteers

Participate where required in the development of frameworks and procedures in compliance with this policy.

Comply with frameworks and procedures developed to achieve compliance with this policy.

4.0 Evaluation and Review

This policy will be reviewed at the request of Perpetual Energy, in the event of significant change in the Executive team, significant changes to legislation applicable to the subject matter of the policy or, in any other case, at least bi-annually.