

Just announced: Relief package to support SA community

SA Power Networks has revealed a suite of measures to provide support to South Australians enduring hardship as a result of the COVID-19 pandemic. The relief package is effective from 1 April 2020 and will be delivered via retailers.

SA Power Networks CEO Rob Stobbe said the initial package could provide about $10 million in relief for local businesses and residential customers. “These are extraordinarily tough times for all South Australians,” he said.

“We will provide immediate tariff relief through the retailer for up to 80,000 small businesses using up to 40 MWh per annum who between April and the end of June consume less than 25% of their usual consumption for that three month period. We also will support a number of small retailers who are working hard to sustain their most vulnerable residential customers on hardship programs.

“This will support those customers who are doing it tough and help support continued retail competition. We also will defer network charges for residential customers of the larger retailers who go on hardship arrangements as a result of COVID-19,” Mr Stobbe said.

“The initiative reflects the comprehensive and co-operative way that the industry has sought to respond to this unprecedented situation. Networks will work with energy retailers to ensure the benefits of this package are passed on to customers smoothly.”

Meanwhile, Mr Stobbe said SA Power Networks was working hard to balance its responsibility to help minimise the spread of the coronavirus in South Australia and continue to deliver essential electricity distribution services.

“We continue to take advice from medical experts to shape how we manage our operations so we can safely deliver services to our customers during this time,” he said.

“We have instructed our people who are in the field working on our physical assets and other customer-facing staff to observe appropriate social distancing and hygiene protocols to safely manage interactions with customers.

“We will continue to undertake planned work, as it is critical to maintaining a reliable electricity network. However, we are reviewing the work we do and how we communicate with customers so we can minimise the impact of associated power interruptions,” Mr Stobbe said.

“If we need to adjust or change things we will, but safety of our people and helping our community get through this pandemic are our priorities.”

More details about this relief package can be found here.

Energy Networks Australia - Critical energy works need to continue

During these unprecedented times of uncertainty, energy networks want customers to know they are doing everything they can to keep the power on, gas flowing and the energy system safe and reliable.

There is a need to continue critical maintenance to protect lives, prevent damage to properties and keep the power on for the future.

Referred to as a planned outage, this critical preventive maintenance is needed to ensure customers continue to receive a reliable supply of energy. It means that the supply of electricity or gas will sometimes be temporarily interrupted so the work can be done safely and efficiently.

Energy Networks Australia has released a video explaining why this critical maintenance is undertaken.



If you have any questions about this newsletter or want to provide additional feedback, please email us on talkingpower@sapowernetworks.com.au and we will contact you. Click to view the full grievance policy.

Kind regards,

The Stakeholder Engagement Team

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