

ENPOWERED



FAMILY VIOLENCE POLICY

ENPOWERED (VICTORIA HOUSE) PTY LTD, ABN 23 663 852 417
ENPOWERED (MURDOCH SQUARE) PTY LTD, ABN 74 664 508 794
ENPOWERED (INDUSTRIAL) PTY LTD, ABN 41 677 488 998



ABOUT FAMILY VIOLENCE

Family or domestic violence can take many forms and includes emotional, physical, verbal, social, economic, psychological, and sexual abuse. Family violence also includes threatening, coercive or other behaviour that controls or dominates a family member and makes them fear for their own safety or that of others.

Empowered condemns all forms of family violence. We recognise that family violence can cause payment difficulty and hardship. This Family Violence Policy outlines how we can help customers that are experiencing or recovering from family violence.

HOW WE CAN HELP

If you are experiencing or recovering from family violence, **please contact us as soon as possible to discuss how we can help.**

We will not require written evidence of family violence. You will be treated with respect, compassion and dignity.

You can find this Family Violence Policy on our website at empowered.com.au/help/family-violence-policy, which provides more information on what assistance is available to customers experiencing financial hardship.

HOW TO CONTACT US

To contact us, you can:

- Call us on (08) 6500 3400, Monday to Friday 8am to 6pm
- Email us at hello@empowered.com.au
- Use the contact form on our website, empowered.com.au

COMMUNICATING WITH US SAFELY

If you contact us and advise us that you are experiencing or recovering from family violence, we will work together with you to establish a **safe method of communication** so that you continue to receive the information you need. If your preferred method of communication is not reasonably practicable, we will offer you an alternative method. We will keep a record of our agreed method of communication and only communicate with you by that method.

Our internal processes will ensure that you will not have to repeat the details of your situation when contacting us. We will achieve this by flagging your account in our systems.

We take the privacy of our customers very seriously. We will treat your information confidentially, store it securely and manage it in accordance with our Privacy Policy and this Family Violence Policy. For more details on how we collect, use and store your personal information, please refer to Empowered Privacy Policy available at empowered.com.au/privacy.

HELPING YOU TO PAY YOUR BILL

If you are experiencing or recovering from family violence, we will:

- offer you **additional time to pay your bill**
- arrange a **payment plan**
- discuss with you in good faith a potential **reduction or waiver of fees, charges or debt.**

In offering you assistance, we will consider the potential impact of debt collection on you and the extent to which another person may have contributed to any amount owed to us.

KEEPING YOU CONNECTED

We will ensure that your supply of electricity is not disconnected from your supply address for a period of 9 months from the date we become aware that you are affected by family violence unless any of the following apply:

- You no longer live at the supply address
- You request to be disconnected
- An emergency requires disconnection
- Electricity has been illegally consumed at the supply address.

We will consider your individual circumstances before disconnecting your electricity supply due to a failure to pay your bill.

CONCESSIONS

Our Financial Hardship Policy provides an overview of concessions that may be available. The Financial Hardship Policy can be found at enpowered.com.au/help/financial-hardship-policy.

EXTERNAL SUPPORT

To find a list of other support services for people experiencing family violence and emergency contacts, visit Family and Domestic Violence Services and Resources page on the wa.gov.au website:

<https://www.wa.gov.au/organisation/department-of-communities/family-and-domestic-violence-services-and-resources> or call the Department of Communities at 1800 176 888.

HOW TO CONTACT US

You can contact us in several ways:

Online

Via our website's enquiry form:

www.enpowered.com.au

Email

hello@enpowered.com.au

Phone

(08) 6500 3400

8.00am to 6.00pm, Monday to Friday

Mail

Enpowered

PO Box 782, Subiaco WA 6904

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