

COVID-19: Information for our customers



As a signatory to The Energy Charter, CS Energy is committed to providing timely information about our response to COVID-19 and support measures for our customers.

During these unprecedented times, we are focused on keeping our people and communities safe, supporting our customers and maintaining a reliable supply of electricity.

Our response to COVID-19 is guided by the latest advice from the relevant authorities, including state and federal governments.

We're here to help

Our Retail Team is available to assist you with any queries that you may have.

 1800 950 595  retailsales@csenergy.com.au

Government assistance available

The Queensland Government is providing a \$100 Million Power Bill Relief package for small and medium business enterprises, with a \$500 rebate off energy bills.

If your business consumes less than 100 MWh per annum and has a single account that was active on 30 April 2020, you may be eligible to receive this rebate as an automatic credit on your next electricity bill. Small businesses with multiple sites, or those that do not receive a bill directly from a retailer (e.g. franchisees) may also be eligible.

Certain categories of businesses are not considered eligible for the rebate, irrespective of their annual consumption, as the nature of the business' operation does not fit within the intent of the government's relief package for small businesses.

Businesses that are NOT eligible for the rebate:

- banks and financial institutions;
- utilities, including telcos and rail;
- government-owned sites at federal, state and local level; and
- health funds.

If you're unsure if your business qualifies, please contact us via the phone or email details above.

Keeping the lights on

CS Energy has implemented business continuity plans for our critical activities so that we can continue to provide reliable electricity.

At our power generation sites, we have segregated critical operational and maintenance staff to reduce any potential risk of infection. Non-critical work that does not impact plant reliability or overhaul readiness is being reviewed and postponed, where possible.

Supporting our people and communities



At CS Energy's sites we are practicing social distancing, extra cleaning is being carried out and access is restricted to key areas such as the control rooms. We have reduced non-essential personnel at our sites by supporting our people to work from home wherever possible.

In the community, CS Energy has shortened our payment terms for small to medium businesses suppliers from 30-days to 14-days. We are also supporting the Queensland Government's rent relief principles by offering our tenants rent relief if they are experiencing financial hardship as a result of COVID-19.

Latest updates

We'll contact you when any relevant new information becomes available. You can also stay up-to-date by following us on our social channels.