

Assistance to customers affected by Toodyay fires

Synergy today announced relief measures for customers affected by the Toodyay fires.

Synergy Manager, Corporate Affairs, Andrew Gaspar said Synergy would waive the Account Establishment Fee for customers who are required to relocate to alternative accommodation as a result of the Toodyay fires.

In addition, those customers whose houses have been destroyed will not be billed for electricity consumption since their last meter reading.

Mr Gaspar said it was a stressful time for families whose homes had been destroyed, and the waiving of the fee and electricity consumption was a small way to help those affected customers.

“Our sympathy and thoughts goes out to everyone affected by the fires, including those fighting the fires.”

Additionally, if the customer rebuilds, the Account Establishment Fee will again be waived when they move back in.

Mr Gaspar said customers who are required to move into alternative accommodation and establish a new account as a result of the fires should contact Synergy on 13 13 53 to request the waiving of the fee, and closing of their existing account.

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