

# Media Release

22 January 2009



## Payment extensions available to redundant workers

Synergy today said it had flexible payment arrangements available for workers who have been made redundant, to help them avoid increasing debt and to remain connected.

Synergy Head of Corporate Affairs, Andrew Gaspar, said it was important customers contacted Synergy if they were experiencing difficulty paying their electricity bill arising from redundancy, or any other unexpected occurrence.

“We encourage customers to contact us sooner rather than later, so we can discuss a payment arrangement which they can accommodate, and avoid the build up of debt.”

Mr Gaspar said Synergy’s financial hardship policy, *Keeping Connected*, was developed to provide payment solutions for customers during difficult times, to help them manage their electricity bills, avoid long term debt and keep their electricity supply connected.

“We understand it can be hard to ask for support. Our policy aims to help customers during difficult financial times, and we encourage any customers experiencing such difficulties to contact us and discuss payment arrangements so they can avoid long term debt.”

“Unless people contact us, we are not in a position to know if they are experiencing difficulty managing their electricity bill.”

Customers wishing to discuss payment arrangements should contact Synergy on 131353.

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