

# Solar Industry Update



## Covid-19 : Our Response

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With so much concern about the global COVID-19 pandemic, we thought it might help to know what we're doing to support you and your fellow Queenslanders.

The wellbeing of our people and customers is paramount. Part of protecting the community means that we're suspending all disconnections unless requested for safety reasons. We also need to recognise that this is an extraordinary event on a global scale, which means that there may be cases where our approach or response times could be affected. It could also take longer to get through to us on the phones, or for our crews to get to non-critical jobs.

### What's the plan?

We're prepared for the potential for how this virus may affect our workforce and communities. You and your fellow Queenslanders can count on us as we know that reliable electricity supply is particularly important during a health emergency. This is why we have robust business continuity plans, this means we can respond to our customers as quickly as possible.

We have some staff working from home or from alternative locations to safeguard our network and the service we provide, and we'll continue to do everything possible to keep things business as usual. We are currently working through our response plan and taking relevant measures to ensure continuity of our services.

Please bear with us – this is a tough time for Queensland and all Australians. Your ongoing support and partnership is important to us and we're doing all we can to make it easier to get through, together.

## Contact Details

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## About Solar Industry Update

This newsletter will keep you informed about what's happening in the solar industry and any changes to compliance, rulings and legislation.

[www.energex.com.au](http://www.energex.com.au)

