

'Supporting energy customers through the coronavirus pandemic' draft decision

Submission received from Domestic Violence Victoria via email

I think these proposals are good and will support victim survivors. Any kind of initiative that retailers can make to take the burden of victim survivors is a good thing, particularly as victim survivors are likely to have many other things going on that they need to sort out.

I had a brief chat to one of my co-workers about this and she raised that it is quite onerous for customers to have to fill out an URG for each of their utility providers. I wasn't aware this was the case but can see how this would be annoying. IF they are having trouble paying for one bill, presumably they are struggling to pay all of them. Have other community service organisations raised this? Do you think there is any capacity to make this a more streamlined process?

I should have also mentioned that another comment was that it requires 4-6 weeks to process and URG but that the amount of the grant is based on the amount you owe at the time of application which can make it difficult for V/S's [victim survivors] to plan ahead when they don't know how much they will receive and/or if it will be granted at all.