

30 March 2020

Dear Customer,

**Savant Energy response to the COVID-19 Pandemic**

Savant Energy are collectively working together to assist our customers during this stressful time and this notification is to ensure customers have the adequate support available. Savant Energy are fully operational to ensure continuity and reliability of your electricity supply.

If you are impacted to the extent that there has been a significant change to your household income due to the COVID-19 pandemic you may qualify for a payment extension or payment plan in accordance with our Hardship Policy.

For further information please email [admin@savantenergy.com.au](mailto:admin@savantenergy.com.au) to request a payment extension, payment arrangement or a copy of our Hardship Policy.

Yours sincerely

**Savant Energy Power Networks Pty Ltd**  
Customer Service Centre