CUSTOMER POLICY

Family and Domestic Violence Policy

1. Our Commitment

EZI Power is committed to providing safe and supportive assistance to customers and employees impacted by family and domestic violence. We recognize that energy is an essential service and that perpetrators may use utility accounts as a tool for coercive control or financial abuse.

2. Guiding Principles

In every interaction with an affected customer, we will:

- **Prioritize Safety:** We will have regard firstly to your safety in any decision we make.
- **Minimize Disclosure:** We use secure processes to identify your account, so you do not have to repeatedly disclose your experience.
- **Act with Empathy:** Our staff are trained to understand the nature of family violence and provide non-judgmental support.
- **Provide Confidentiality:** We will not disclose any information that could be used to locate or identify you to any other person (including joint account holders) without your consent.

3. Account Security and Communication

- **Safe Contact:** We will take reasonable steps to identify and use your preferred method of communication (e.g., a specific email or phone number).
- **Secure Records:** Your information is handled by a specialized team and stored in a restricted-access environment to prevent unauthorized disclosure.
- **No Evidence Required:** We do not require documentary evidence (such as police reports) as a precondition for receiving these protections.

4. Financial Support and Debt Management

We recognize family violence as a primary cause of payment difficulty and hardship.

- **Late Fees:** We will waive all late payment fees on your account.
- **Debt Protection:** Before taking any debt recovery action, we will consider the impact it may have on your safety and whether you are solely or jointly responsible for the debt.
- **Hardship Access:** You will be given immediate access to our Hardship Program, including tailored payment plans and energy efficiency advice.

5. Staff Training

All EZI Power staff who interact with customers—including call center and marketing personnel—undergo ongoing training to:

- Identify signs of family violence and financial abuse.
- Engage with affected customers respectfully and effectively.
- Apply the protections outlined in this policy consistently.

6. External Support Services

If you are in immediate danger, please call **000**. For confidential advice and support, you may contact:

- **1800RESPECT:** 1800 737 732 (24/7 national support).
- **Men's Referral Service:** 1300 766 491.
- **Lifeline:** 13 11 14.

Customer Care Contact Details		Contact hours
Phone	1300 888 394	9am – 5pm Mon-Fri
Email	customerservice@ezipower.com.au	
Online	www.ezipower.com.au	
Postal	ATTN: Customer Service Team PO Box 4778, Eight Mile Plains, QLD 4112	

This policy has been based on the NERR Rule 76A