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## COVID-19 Update - for our small and medium business customers

We will always be here to support our customers and understand it's an uncertain and worrying time right now. We are here to provide extra support if you need help managing energy costs for your business.

Please take care of yourselves and your loved ones, and follow all government [health advice and guidelines to](#) keep safe and healthy.

### We are here to help.

At Blue NRG, we are closely monitoring all Government announcements in relation to the Coronavirus (COVID-19). We are aware of the impact these announcements may have on our customers and we are committed to provide support to those in need.

Right now, your business might be:

- Still trading, but with reduced capability, function, or revenue
- Moving into a hibernation period (without using energy) and will get back to trading as soon as the situation eases.
- Closing down

we can help you by:

- Ensuring your business is on the right BlueNRG business plan.
- Undertaking an energy efficiency assessment to help you reduce your business's energy use.
- Providing information on Federal and state government schemes.
- Set up a payment extension to get a little extra time to pay your next bill.
- Organise an instalment plan to set up a weekly, fortnightly, or monthly instalment plan to help with your current and future bills.
- Provide [Energy insights](#) which includes energy saving tips to help reduce your energy usage.

We appreciate a lot of Australian businesses are doing it tough during these challenging times of COVID-19. Each business is unique, and we are working on a case-by-case basis with our customers to find solutions and help them through the current challenges caused by COVID-19.

Call us on 1300 599 888 if you are experiencing financial difficulties or worried about your business. Or just to speak to someone who understands small businesses.

We are all in this together. Beside you, with you.



## Government assistance

Currently, Federal and individual state governments have launched specific COVID-19 economic support packages.

A quick reference guide to current Government support and information for Business customers impacted by COVID-19.

As the situation may change rapidly, we recommend checking the websites listed below for the most up to date information.

| Government     | Assistance for business customers   |
|----------------|---|
| <b>Federal</b> | Click <a href="#">here</a> for details of the latest Federal Government COVID-19 business information and support.                |
| <b>NSW</b>     | Click <a href="#">here</a> for details of the latest New South Wales State Government COVID-19 business information and support.  |
| <b>QLD</b>     | Click <a href="#">here</a> for details of the latest Queensland State Government COVID-19 business information and support.       |
| <b>SA</b>      | Click <a href="#">here</a> for details of the latest South Australian State Government COVID-19 business information and support. |
| <b>VIC</b>     | Click <a href="#">here</a> for details of the latest Victorian State Government COVID-19 business information and support.        |



**Disclaimer:** The information provided in the above table is general in nature and is not intended to substitute for professional advice. Information sourced from respective links provided - as of 12/03/2021, and subject to change according to relevant government entities.