

Signing off for 2020

This will be the last edition of Gas Connections for 2020 we hope you have found the articles of interest.

On behalf of the GAMAA Executive and the Ai Group Support Team we would like to wish you all a very Merry Christmas and prosperous coming year.

2020 has been a difficult year for all of us and to be able to share Christmas and the New Year with family and friends will make this a special time with lifelong memories.

We have really appreciated your support and look forward to meeting the challenges that 2021 will bring head on leveraging our extensive member's experience to forge our way through.

Take care, travel safely and we look forward to catching up in the New Year.



COVID -19 Customer Vulnerability Research 2020-2021

The Energy Charter – 14 December 2020

Energy Charter signatories Jemena, ActewAGL, Energy Queensland and Powershop, together with Simply Energy, are collaborating #bettertogether with Deloitte to research the impacts of COVID-19 on our customers and communities. The research is being conducted in four quarterly rounds over 2020-2021. Insights will be leveraged to better understand customers impacted by COVID-19 and how the energy sector can support them.

Wave 1, Quarter 4 research was conducted to understand the degree of customer vulnerability, as well as customers' consumption and sentiment towards energy in the context of the COVID-19 pandemic via survey between October 23rd to November 2nd, 2020. The national survey across 3,000+ people found:

- 20% of people have either had their working hours reduced or lost their job due to COVID-19 and 37% of people have experienced a decrease in household income
- 47% of people stated that 2020 has been a difficult year for them
- 37% of people indicated that over the last 3 months, energy bills were the household item where their spending had increased the most
- In the next 3 months, a quarter of people are intending to reduce spending on essential items, and half will take conscious behavioural changes to use energy more efficiently
- For people who are currently receiving or may need energy bill support, bill discounts and energy tips communicated on a monthly basis via email was the most preferred communication model

The snapshot placemat and full report are now available on Energy Charter website. View the full Report [here](#)