



## More security despost options for small business

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Improved security deposit arrangements for Ergon Energy Retail's small business customers are being trialled across regional Queensland.

Executive General Manager Retail Cheryl Hopkins said the six month trial is one of several initiatives developed in response to assisting small businesses which are operating in a challenging trading environment.

"We recognise business is tough for our customers and one of the most significant improvements is the introduction of a trial pre – payment of monthly or quarterly bills in lieu of a security deposit. Some business customers have indicated this would significantly assist them by not paying both but having the choice of the deposit or bill payment," she said.

"Small business customers interested in this option are still subject to a risk assessment and credit checks. Lower risk will flow through to a lower security deposit and customers will be assessed on a case by case basis. We also work with them to use a budgeting tool to align payments with expected energy consumption."

Ms Hopkins went onto to say "We've listened to our customers and have worked together to find a solution which was presented to and received support from the Townsville Chamber of Commerce recently."

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