

Enova customers shocked being transferred to Origin and EA

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Many Enova Energy customers have been shocked by the fact that they have found themselves now customers of Origin Energy or Energy Australia.

Former Greens MLC Ian Cohen told *The Echo* 'I'm stunned to be handed over from a green, community-based company, through the bean counting hands of receivers, to Origin Energy with nationwide fracking activities. In short, the type of industry many in our community had sought to escape, often at considerable expense.

'Myself and many other community members had registered with Enova for all our power needs. In my case this includes paying extra for green power and making a voluntary investment to assist Enova several years ago.'

Enova announced that they had entered voluntary receivership on Tuesday 21 June in response to the energy crisis, leading to 28 people losing their jobs in the region.

Felicity Stening, Enova's Managing Director and CEO said at the time that, 'The current diabolical state of the energy market, combined with the high wholesale market energy prices and the cap on customer pricing, has made it impossible for Enova Energy and many other small retailers to operate in the market'.

Enova had been actively transitioning away from fossil fuels and had received multiple awards over the last year for green energy.

No fees or charges

Addressing concerns of being moved to fossil fuel heavy electricity providers, Simon Cathro, managing principal of Cathro & Partners who are handling the voluntary administration told *The Echo* that 'Under the ROLR event that occurs upon the appointment of a voluntary administrator, the customers are moved to a retailer of last resort. Enova, nor the administrator gets to choose who that is.'

The administrator clarified that the customer can switch from the provider of last resort whenever they choose and that there is no timeline to making that switch.

Former Enova customers can select their preferred provider and there are no cancellation fees for the move. Some sites that compare providers and that also includes their green credentials, are: The Green Electricity Guide developed by Greenpeace – <https://greenelectricityguide.org.au>; Canstar Blue – www.canstarblue.com.au/electricity; and Finder – www.finder.com.au/energy/electricity.

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