

Gas Customer Charter

Aurora Energy's guarantee to you



Privacy Collection Statement

At Aurora Energy, we value your privacy.

Aurora Energy collects, uses and discloses your personal information (including metering data and information which may be sensitive information) to provide products, services and information to our customers, for our business operations and to comply with the law. We may also use your personal information to contact you with information about new offers and services.

If you do not wish to receive this information you can opt out of this service. If you choose not to provide your personal information to us, we may not be able to provide you with the services or information you require.

We may disclose your personal information to our related bodies corporate, agents, contractors and service providers (such as mail houses, data processing analysts and debt collection agencies) and, where relevant, your energy Distributor and other energy retailers. We do this where required for our business operations, authorised by law or where you have provided consent. Some of these entities may be located overseas. Our privacy policy provides more information about the countries in which these entities are located. You can find this at auroraenergy.com.au

Our privacy policy also contains more detailed information about how we usually collect, use and disclose your personal information, how you can ask for access to it or seek correction of it, how you can make a complaint and how we will deal with such a complaint.

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our website (auroraenergy.com.au) contains our "Credit Reporting Privacy Code Statement of Notifiable Matters". This Statement contains important information on credit reporting, including the credit reporting bodies to which we are likely to disclose your credit-related personal information, your rights in relation to such information (such as rights to access and request corrections) and whether we are likely to disclose such information overseas. We can also provide you with a copy of that statement on request.

If you provide us with personal information about another person (such as an additional account holder), please make sure that you tell that person about this privacy statement.

Why we have a Customer Charter

Aurora Energy Pty Ltd (Aurora Energy) provides a total energy solution to our customers backed by technical and customer service excellence.

This Gas Customer Charter complements the **Aurora Energy Gas Sale Agreement** of your gas contract and outlines our customer service commitment and the standards we provide to our gas residential and business customers.

If you would like a large print version of this document, call us on **1300 132 003**.

Aurora Energy as your gas retailer

As your gas retailer we will assist you with connections, disconnections, billing and energy advice.

We will also liaise on your behalf with the gas distribution company (the Distributor) responsible for the maintenance of your gas pipes, your gas meter and the gas supply to your home or business.

As a gas customer of Aurora Energy we will endeavour to ensure gas is available to you at your home or business by your nominated connection date. Please note, in some cases we may request you provide security prior to us arranging the connection of gas to your home or business.

Our service standards

To put you, our customer, first, by:

- making it easy for you to contact us
- being friendly and professional
- listening and responding to your needs and concerns
- providing you with expert advice
- respecting your privacy
- using plain language in all our communications with you

When you call, we will:

- identify ourselves when we answer your call
- aim to action your enquiry on the first call
- arrange for another person to call you back if your enquiry requires specialist attention

When you contact us by letter, fax or email, we will:

- always acknowledge your correspondence
- let you know who is dealing with your enquiry
- aim to resolve your query within 5 business days

To provide access for everyone, by:

- ensuring our services are accessible to people with vision or hearing impairments
- providing free access to a translation and interpreting service
- making a copy of this guide available in a large print format upon request

Your responsibilities as our customer

As our gas customer your basic responsibilities are:

- to pay the account balance by the due date shown on your account
- to ensure that all the information you give us is correct and to notify us of any changes
- if you are moving, to give us at least 3 business days' notice (so that a final meter reading can be done) and a forwarding address
- not to misuse, tamper or interfere with gas supply pipes, meters or equipment on your property, or to allow anyone else to do so, unless instructed to do so by the Distributor
- to use gas safely and in accordance with legal requirements
- not to interfere with the supply of gas to any other person or property
- to allow authorised staff or contractors clear access to read the gas meter, to inspect, test or replace equipment or to undertake emergency repairs at any time
- to ensure that access can be gained safely and that any animal on your property is under control
- to maintain in safe condition all pipes, fittings, appliances and equipment from the point of connection to your premises

If you have any questions, call us on **1300 132 003** (residential) or **1300 132 045** (small business).

Your account

We are committed to providing you with clear and accurate accounts.

As a gas customer of Aurora Energy you can be assured that our prices and service fees are clearly communicated.

Any connection and distribution services fees imposed by the Distributor and incurred by Aurora Energy in order to supply you with gas will either be passed through to you or built into the bundled charges payable by you under your contract.

We will mail you an account every three months that will give you the information you need to understand how much gas you are using and clearly outline:

- consumption for the billing period
- a charge for the gas you have used during the billing period
- a summarised breakdown of charges
- the account due by date and payment methods available

In the event that the Distributor is unable to access or read your gas meter, we will provide you with estimated gas consumption.

If you believe there is an error with your account, we will review it, adjust it if required and endeavour to send you a replacement account within ten (10) business days of the review.

Payment of accounts

Giving you more payment options

We understand that our customers have different needs, so we offer a range of payment options:

- by Direct Debit from your bank or credit union (residential customers call **1300 132 003** or small business customers call **1300 132 045** to arrange)
- by mailing a cheque to Aurora Energy, at Locked Bag 4, Hobart Tas 7001
- by BPAY (talk to your financial institution)
- in person at a Post Office or Service Tasmania
- by CentrePay (contact Aurora Energy or Centrelink to apply).

Aurora Energy provides a range of initiatives to assist customers in financial difficulty including:

- payment plans and debt reduction arrangements
- financial counselling reference services
- energy efficiency advice

You have 12 days from the issue date on the account to pay the total amount owing.

If you are having difficulty paying an account, we can help – residential customers call **1300 132 003** and business customers call **1300 132 045** when you get your bill.

Review of your bill

If you disagree with the amount charged, we will review your bill by following our standard complaints and dispute resolution procedures.

While the account is under review, you must pay the part of the account on which we both agree or pay the average amount of your Gas account for the past 12 months (whichever is the lower). You must pay any future accounts you receive while the disputed account is under review. If we determine that the disputed account is correct, an account statement will be sent to you and you must pay the outstanding balance. If there still remains a dispute between us this will be resolved according to the obligations Aurora Energy has under the Tasmanian Gas Retail Code or otherwise at law. Any amount due from you that is not paid by the due date shown on the account will be treated as being overdue. Overdue accounts may be charged interest that reflects the 90-day Bank Accepted Bill rate (plus 6%), as set by the Reserve Bank of Australia for the relevant quarter.

If you ask us to, we must arrange for a check of the meter reading or metering data or for a test of the meter in reviewing the bill. You will be liable for the cost of the check or test and we may request payment in advance. However, if the meter or metering data proves to be faulty or incorrect, we must reimburse you for the amount paid.

Any adjustment made on your gas account for an amount underpaid or overpaid, including interest if applicable, will be shown on your statement as a credit or debit with an explanation of why this adjustment occurred. For any credit made you may also request this to be received by cheque or EFT by calling us on **1300 132 003** (residential) or **1300 132 045** (small business).

Security

Aurora Energy may require a customer to provide security against the customer defaulting on payment of a gas account. More information can be found in the [Aurora Energy Gas Sale Agreement](#).

Outstanding debt

Accounts with outstanding debt will be referred to a debt collection agency for recovery on behalf of Aurora Energy.

Your Distributor

The Distributor is responsible for the supply of gas to your home or business. To ensure a continual supply of quality gas the Distributor may need to interrupt your supply for maintenance purposes or in the case of an emergency.

If you need to report or obtain information regarding interruptions or emergencies in relation to your gas supply you can call the Distributor on **180 2111**, 24 hours a day.

Disconnection

Aurora Energy may request the Distributor to disconnect your gas supply if you have failed to pay your account by the due date for payments and have not entered into an agreed payment arrangement with us.

Before we request the Distributor to disconnect supply to your supply address we will:

- send a reminder notice within fourteen days after the due date if the account is unpaid
- if the account remains unpaid, send notice of our intention to disconnect fourteen days from the date the reminder notice was issued. The notice will include reasons why we intend to disconnect
- if your account remains unpaid for a further five business days after the notice of our intention to disconnect was issued or you have failed to enter into an agreed payment arrangement with Aurora Energy to pay your gas account, we may then request the Distributor to disconnect your supply

If, after requesting the Distributor to disconnect supply, you either pay the account or enter into a payment agreement, we will use reasonable endeavours to prevent disconnection occurring.

If your supply has been disconnected due to non-payment and you request a reconnection, we will reconnect the supply address on payment of all outstanding gas or electricity accounts including interest and reconnection fees.

Fees for services

Information on our current gas rates, fees and charges can be obtained by calling **1300 132 003** (residential) and **1300 132 045** (small business). You may also request a copy of [Gas rates and charges](#) or alternatively you can view the document at auroraenergy.com.au

Please note Aurora Energy may vary these rates and additional charges at any time. Customers will be notified of such changes. This information is current as at 1 January 2020. The rates, fees and charges are shown as GST inclusive.

Service charges and fees		
	Residential	Small business
New connection	Price on application	Price on application
Reconnection – business hours	\$110	\$110
Reconnection – after hours	\$275	\$275
Final/special read – business hours	\$110	\$110
Final/special read – after hours	\$275	\$275
Disconnection – business hours	\$110	\$110
Disconnection – after hours	\$275	\$275
Meter re-location	Price on application	Price on application
Meter testing (if found accurate)	\$110	\$330
Late connection fee – not consuming gas within 90 days of connection	\$2,500	\$2,500
Supply pressure alteration	Price on application	Price on application
Overdue account fee	\$5	\$5
Other services requested by customer	Price on application	Price on application

Feedback and complaints

We always welcome your comments. Call us on freecall **1800 800 753** to provide feedback or to lodge a complaint. If we can't provide you with a response immediately, we'll acknowledge the receipt of your comment and either call you, or send a written reply within 10 business days.

If the matter can't be resolved with us, you have the right to refer any complaint to the Tasmanian Energy Ombudsman on freecall **1800 001 170**. The Ombudsman provides a free independent complaints resolution service.

You can also write to us at GPO Box 191, Hobart Tasmania 7001.

Alternatively you can contact us on our website auroraenergy.com.au

If you are not satisfied with our response, you may refer the matter to the Energy Ombudsman on **1800 001 170**.

Gas safety and emergencies

- **Gas leak or smell of gas in home**
Turn off the supply at the meter, open doors and windows, remove ignition sources, then contact your gas fitter
- **Gas leak or smell of gas in street or at meter**
Contact the Distributor on **180 2111**
- **Disruption to supply**
Aurora Energy or the Distributor will contact you directly or via the media, depending on the circumstances

How to contact us

Write to Aurora Energy, GPO Box 191, Hobart Tas 7001

Visit auroraenergy.com.au

Phone us on any of the following numbers:

Gas residential	1300 132 003
Gas small business	1300 132 045
Customer feedback	1800 800 753
Fax enquiries	(03) 6237 3444
Interstate callers	(03) 6237 3400

National Relay Service

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users phone **13 3677**, Speak and Listen users phone **1300 555 727** and ask to be connected to Aurora Energy on the numbers listed above.

Translation Information

If you require the assistance of an interpreter, please contact TIS National on **13 1450** and ask to be connected to Aurora Energy on the numbers listed above.

Understanding your gas bill

Front

This provides an overview of how to read your bill using a sample Aurora Energy gas bill.

Statement for the period

These dates relate to when your bill was issued, not the dates of your meter read.

Account summary

Summary information based on the opening balance (amount due on your previous bill), total payments, energy charges and other items. Detailed information is displayed on page 2.

Important messages

Notification of price change, how energy costs are broken down or information about our products and services will appear here.

Payment options and payment slip

Details on the ways you can pay including the relevant biller code and reference number. If paying in person or at Australia Post you need to show this section. More payment options are shown on Page 2.

Your Energy Account



139958/524/000171 FR-VIC
Mr J Citizen
123 Sample Street
SUBURB TOWN TAS 7000

Your Ref: GAS ACCOUNT

ACCOUNT SUMMARY

STATEMENT FOR THE PERIOD: 19 Oct 2016 to 17 Jan 2017

Opening balance	\$1,239.75
Payments received thank you	\$1,239.75 CR
Balance brought forward	\$0.00
Energy usage and supply charges	\$1,200.44
Other items	\$0.00
Closing Balance	\$1,200.44

BALANCE IN DEBIT. PLEASE PAY BY DUE DATE.



Manage your account 24/7.

Register for Aurora Online
auroraenergy.com.au

YOUR PAYMENT OPTIONS

See over for more payment options

DIRECT DEBIT
Choose automatic payments through your financial institution or call us on **1300 132 003** to set up Direct Debit on your account.

CENTREPAY
Use Centrepay to make regular voluntary deductions from your Centrelink payments. Call us on **1300 132 003** to set up a Centrepay deduction.

BPAY
Biller Code: **5595**
Ref: **12345678 9**
BPAY* this payment via internet or phone banking.
BPAY View* – View and pay this bill using internet banking.
BPAY View Registration Ref: **12345678 9**




*755 72449182 7



CONTACT US
1300 132 003 (Home)
1300 132 045 (Business)

Monday to Friday,
8am-6pm

auroraenergy.com.au

Aurora Energy Pty Ltd
ABN 85 082 464 622

Tax Invoice No.
001222000311

Amount due:

\$1,200.44

Due date:

06 Feb 2017

Account no:

12345678 0

Issue date:

17 Jan 2017

Amount due:

\$1,200.44

Due date:

06 Feb 2017

Account no:

12345678 0

Contact us

How to contact us and our Customer Service Centre operating hours.

Amount due

Total amount due on your account as at end of statement period date (including any arrears).

Due Date

The date new charges are payable by (overdue amounts are payable immediately).

Account number

You need to quote this number when you contact us or use it to log into Aurora Online.

Please note: figures are for sample purposes only.

Understanding your gas bill

Back

This provides an overview of how to read your bill using a sample Aurora Energy gas bill.

MIRN

This is the unique Metering Installation Register Number (MIRN) assigned to your home to identify it as having a natural gas connection.

Details of payments and charges

Includes all payments received and charges applied in this billing period (e.g. any applicable network charges, late payment fees, interest etc.)

To reference the breakdown of charges and applicable GST amounts, please refer to information held under sections "Your Supply Details" and "Other Items Details".

Page 2 of 3 Account No: 12345678 0

DETAILS OF PAYMENTS AND CHARGES		
PAYMENTS		AMOUNT (\$)
25 Nov 2016	Aurora Website	1,239.75 CR
Total Payments		1,239.75 CR
ENERGY USAGE AND SUPPLY CHARGES		
17 Jan 2017	MIRN 5999999999 5 Sample Ave, Sample Town, TAS, 7000 Charge Period 12 Oct 2016 to 09 Jan 2017	1,200.44
Total Charges		1,200.44

13595624000171 8942 740

CONTACT US
1300 132 003 (Home)
1300 132 045 (Business)
Monday to Friday, 8am–6pm
auroraenergy.com.au

MOVING? WE CAN HELP
To arrange connection or disconnection of your energy supply, request online.

CONCESSIONS
To find out if you are eligible for a Government concession or rebate, visit www.concessions.tas.gov.au. You can apply for a concession on our website or call us to update your details.

PAYMENT ASSISTANCE
We have many options available if you need help to pay your bill. Visit our website for more details.

NATIONAL RELAY SERVICE
Speak and listen users call 1300 555 727
TTY users call 133 677

TRANSLATING & INTERPRETING SERVICES (TIS)
Phone 131 450
TIS للحصول على المساعدة الرجاء الاتصال بخدمة TIS
如需帮助，请致电TIS
برای کمک با TIS تماس بگیرید

YOUR FEEDBACK
If you have a complaint or compliment relating to your account, we are always happy to speak to you.
1800 800 753 (Customer feedback)
Online at auroraenergy.com.au
Or write to us:
Aurora Energy
GPO Box 191
Hobart TAS 7001

MORE PAYMENT OPTIONS

CREDIT CARD (VISA/MASTERCARD ONLY)
Phone Aurora Energy on 1300 132 003 (Monday to Friday, 8am–6pm)
Or pay securely online at auroraenergy.com.au
Ref: 12345678 9

PAY IN PERSON
Present this account at any Service Tasmania shop.

MAIL
Post payment with this portion to:
AURORA ENERGY
LOCKED BAG 4
HOBART TAS 7001

AUSTRALIA POST

Billpay Code: 0755
Ref: 12345678 9
Pay in person at any post office, by phone 131 816 or go to postbillpay.com.au to pay by credit card or PayPal.

LATE PAYMENTS
There is a late payment fee of \$5 for accounts not paid in full by the fifth day past the due date. In addition, interest will be applied on all overdue accounts calculated from the due date.

Service and support

Details some of the ways we can help and support you. For more information please visit our website or we are always happy to hear from you by phone.

Please note: figures are for sample purposes only.



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auroraenergy.com.au