

Industry Support Payment Terms and Conditions

What you need to know:

- It is a one off credit of \$500 applied to eligible business customers' next quarterly bill from 30 November 2021 or shortly thereafter (**Industry Support Payment**).
- You are eligible for the Industry Support Payment if your business:
 - is an existing electricity or gas Aurora Energy customer on a business tariff as at 12 October 2021 and the account can go into credit as a result of the Industry Support Payment;
 - belongs to the tourism, hospitality, arts and events, seafood or transport (hire car, coach tours) industry; and
 - completes the Aurora Energy online application form (www.auroraenergy.com.au/form/small-business-support),
(Eligibility Criteria).
- Applications for the Industry Support Payment open from 12 October 2021 until the earlier of:
 - 31 October 2021; or
 - the funding being exhausted.
- The Industry Support Payment:
 - is not available to Aurora Energy residential customers or government entities;
 - cannot be exchanged, transferred, or refunded; and
 - is available per eligible business customer and not per business account,
(Conditions).
- All Industry Support Payment applications are subject to verification and final approval by Aurora Energy (which will include confirmation that the Eligibility Criteria has been met and the Conditions apply).
- All personal information (such as the applicant's address and contact details) is collected for the purpose of administration of the Industry Support Payments and will be handled in accordance with Aurora Energy's Privacy Policy, the *Privacy Act 1988* (Cth) and the *Personal Information Protection Act 2004* (Tas).
- Aurora Energy reserves the right, at any time, to vary these terms and conditions, the Eligibility Criteria, the Conditions and the application process.