

# Welcome to Aurora Energy.

This is your guide to our products, services  
and commitment to you.



# Hello & welcome.

We are thrilled to welcome you to Aurora Energy.

We are your local Tasmanian owned and operated energy retailer, which basically means we're responsible for buying energy and then selling it to you. Being Tasmanian means you get all the benefits of local knowledge from your local energy retailer.

Our customers are at the heart of everything we do, they are our families, our friends, and our neighbours. That's why we're passionate about delivering innovative and practical energy solutions, expert help and advice,

and community support to our fellow Tasmanians.

This guide was designed with one purpose in mind – how we can help you. As well as assisting you with enquiries relating to your bill, we'll answer any questions you may have.

Thank you for choosing your 100% Tassie owned and operated energy retailer.



# Your 100% Tassie owned and operated energy retailer.

## Powering Tasmania



### Hydro Tasmania

Generates clean, renewable electricity. In fact, they're Australia's largest generator of renewable energy! They operate and manage a complex network of water storages and hydropower stations and operate two wind farms.\*

### TasNetworks

Manages the electricity transmission and distribution networks in Tasmania. This includes establishing new connections, maintaining power lines and poles, meter reading and restoring unplanned outages.



### Aurora Energy

Retails electricity and gas to Tassie homes and businesses. We're 100% Tasmanian owned and operated and can help you with payment plans and support, account queries, products, plans and local expert advice. Together with TasMetering, we are also responsible for your advanced meter.

### Your Home

Your home receives safe and reliable power, and you get great, local customer service and support.



\*Most of your electricity comes from Tassie hydropower. As Tasmania is a part of the National Electricity Market (NEM), there may be times when electricity is sourced from the mainland.

# Our commitment to you

It's fair to say that we are customer obsessed.

**Our customers come first. They drive our decisions. We give them our all.**

For us, it's about making our customers the heart of everything we do. We know our customers because we are our customers. They are our families, friends and neighbours. With them front of mind, we will always give our best.

We believe every customer is important, which means you will receive the highest standards of customer service from us.

As part of our commitment to you, we have a series of service standards that apply to all parts of our business.

## Our service standards

### We'll support you by:

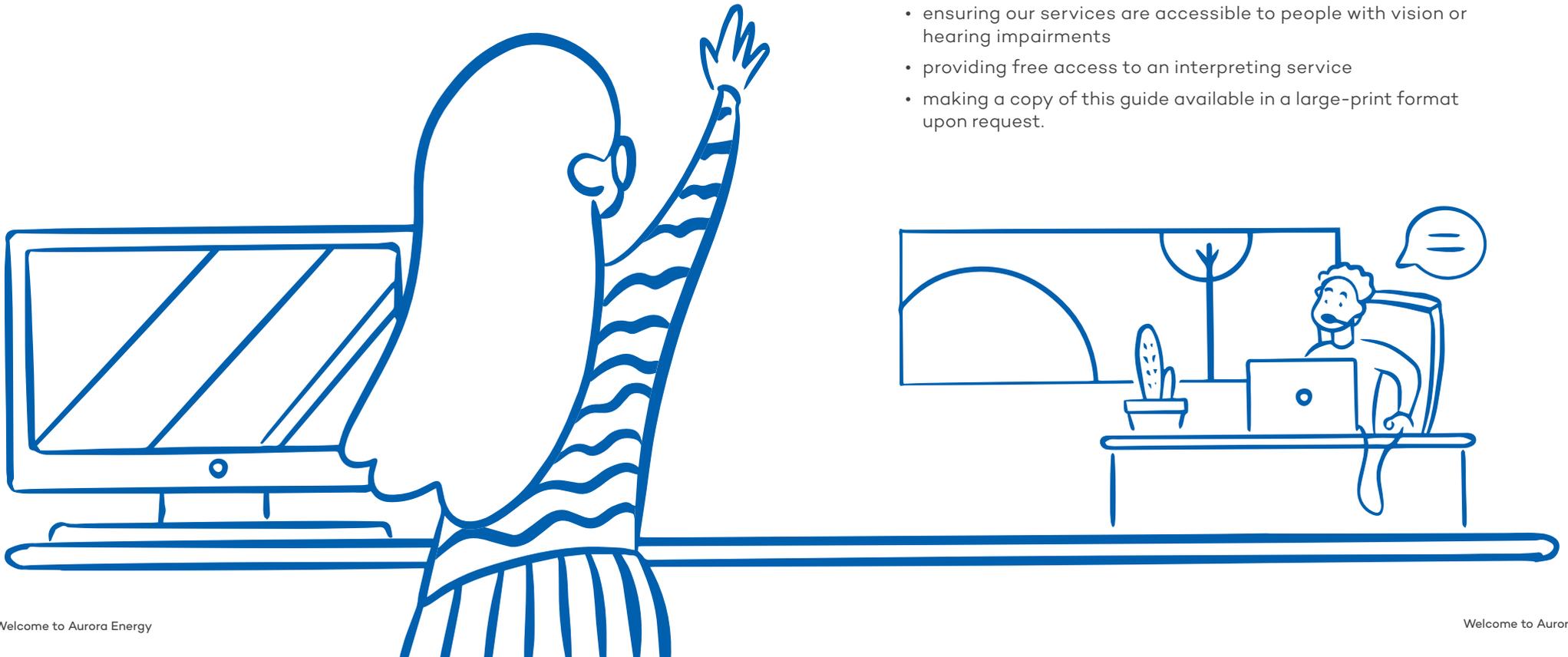
- making it easy for you to contact us online or over the phone
- treating you with respect and listening and responding to your needs and concerns
- providing you with expert, local advice
- respecting your privacy
- keeping it clear and simple; no confusing jargon

### When you contact us, we will:

- answer you in a timely manner
- aim to action your enquiry straight away
- arrange to contact you if your enquiry needs specialist attention

### We provide access for everyone, by:

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



# Payment options

## Pay when you want with aurora+

When you have aurora+ you can choose to pay as you go, or pay the balance when your monthly bill is due. Say goodbye to bill shock and always know where you stand with easy in-app payments, hourly usage data, and live account balance.

## Quarterly bills

If you don't need the visibility of aurora+ you can get your bill by post or email every 3 months.

## Ways to pay

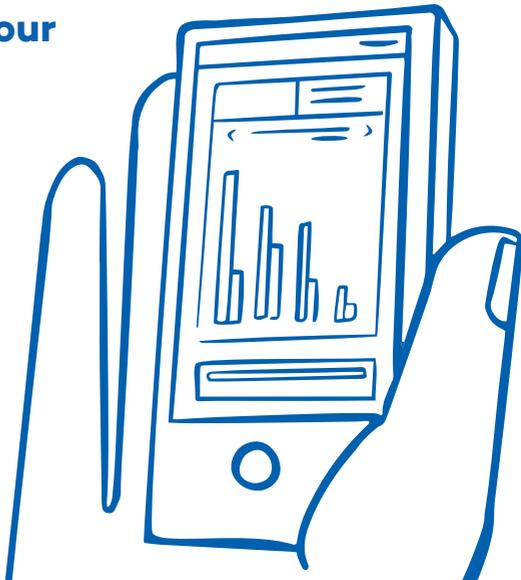
You can pay by:

- Direct debit
- Online with a credit or debit card at [www.auroraenergy.com.au](http://www.auroraenergy.com.au)
- BPAY or internet banking with your financial institution
- Service Tasmania
- Centre pay
- In-app payments with aurora+

## Extra time to pay your bill?

If you need support paying your bill, we can help. It's quick and easy to set up a payment plan online with our payment extension form.

If you need a bit of extra help, we have more support options for you. Just give us a call on **1300 132 003** as soon as possible and we'll talk with you about all your options.

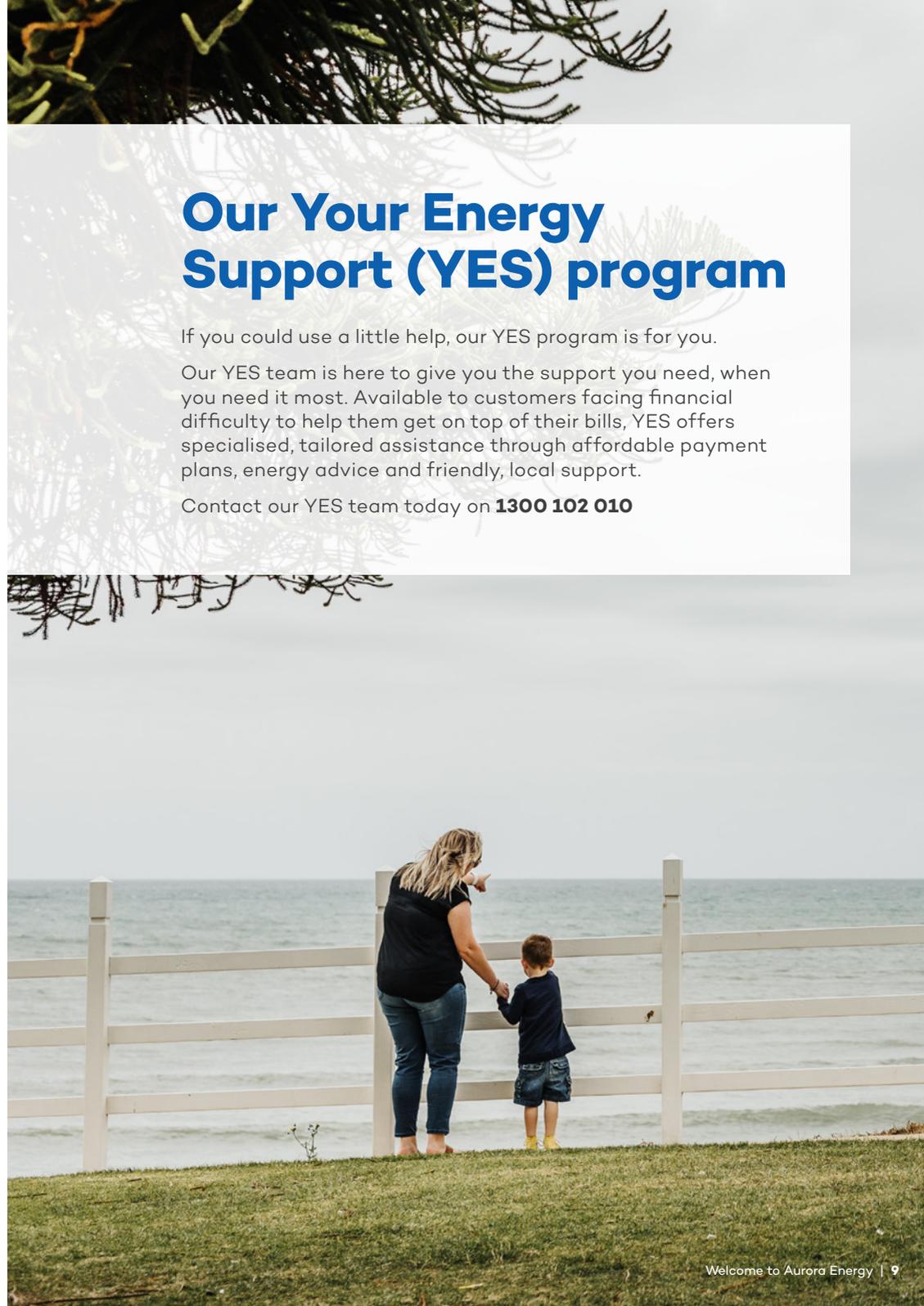


# Our Your Energy Support (YES) program

If you could use a little help, our YES program is for you.

Our YES team is here to give you the support you need, when you need it most. Available to customers facing financial difficulty to help them get on top of their bills, YES offers specialised, tailored assistance through affordable payment plans, energy advice and friendly, local support.

Contact our YES team today on **1300 102 010**



# Our Plans

We have different plans that suit different lifestyles. You can choose which suits you better based on the way that you use your energy.



## Are you an off-peaker?

On this plan, you'll have cheaper off-peak times to run your power. The peak rate only runs during weekday mornings and evenings. The rest of the time is off-peak! (that's over 73% of the time!)

### You're an off-peaker if:

- You use most of your power during the day.
- You use a lot of power on the weekends.
- You can shift your power usage to take advantage of off-peak times.



## Are you a flat rater?

On a residential flat rate plan the price you pay for electricity will not change, no matter what time you use it.

### You're a flat rater if:

- You can't shift your usage to take advantage of cheaper off-peak times.
- You use most of your power on weekday mornings and evenings.
- You want to use power when it suits you, without thinking about it.

\*Certain tariffs and plans are grandfathered and no longer available for new builds, or where the tariffs do not already exist at a premises. Find out more about your eligible tariffs and plans at [auroraenergy.com.au](http://auroraenergy.com.au)

# Our Products

aurora+ is more than just an app – it's a complete change in the way you use, manage and pay for your energy.

It lets you see how much power you're using and when!

## Why switch?

- + No more bill shock or quarterly bills.
- + More control to adjust your energy use.
- + Top up your account whenever it suits you.
- + 24/7 access to your account from mobile, laptop or tablet.
- + View your power usage and check your balance to avoid bill shock.
- + Choose our Peak and Off-Peak plan to take advantage of cheaper off-peak times.
- + No extra charge.

## Make the switch to aurora+

It only takes three simple steps to make the switch to aurora+.



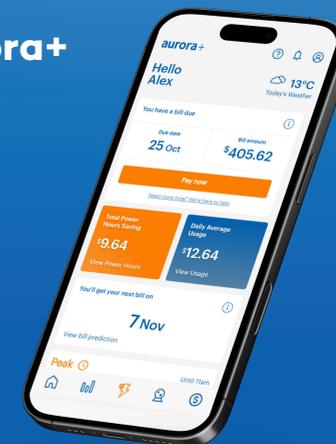
Go to [auroraenergy.com.au](http://auroraenergy.com.au).

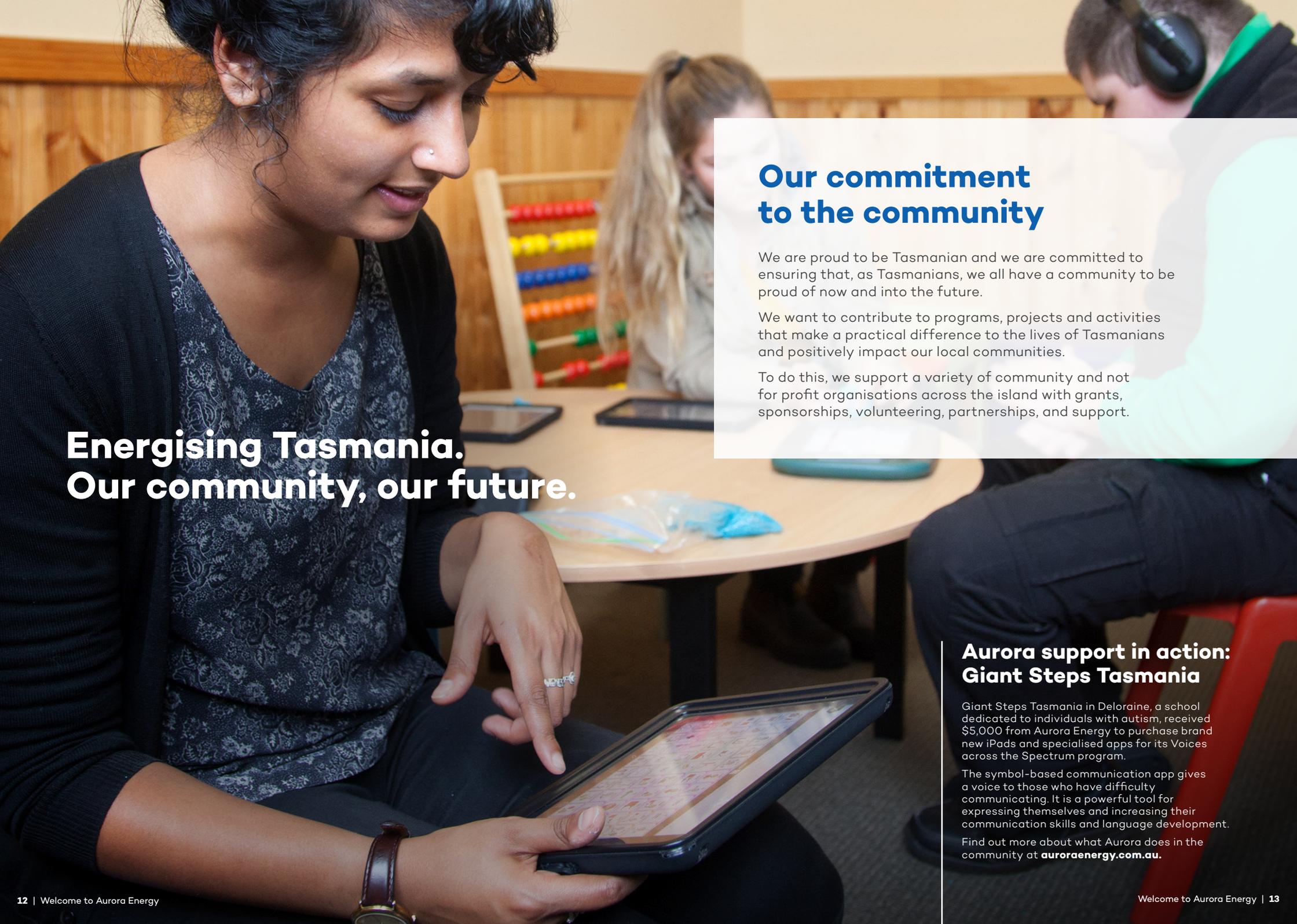


Choose 'get the app'.



Fill in the connection form and we'll take care of the rest.





**Energising Tasmania.  
Our community, our future.**

## **Our commitment to the community**

We are proud to be Tasmanian and we are committed to ensuring that, as Tasmanians, we all have a community to be proud of now and into the future.

We want to contribute to programs, projects and activities that make a practical difference to the lives of Tasmanians and positively impact our local communities.

To do this, we support a variety of community and not for profit organisations across the island with grants, sponsorships, volunteering, partnerships, and support.

### **Aurora support in action: Giant Steps Tasmania**

Giant Steps Tasmania in Deloraine, a school dedicated to individuals with autism, received \$5,000 from Aurora Energy to purchase brand new iPads and specialised apps for its Voices across the Spectrum program.

The symbol-based communication app gives a voice to those who have difficulty communicating. It is a powerful tool for expressing themselves and increasing their communication skills and language development.

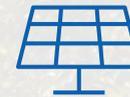
Find out more about what Aurora does in the community at [auroraenergy.com.au](http://auroraenergy.com.au).

# Energy Saving Tips.



## Up to 50%

The amount of household power attributed to heating. Buy heaters with a high energy efficiency rating to keep running costs low.



## 5 hours

The amount of sunshine hours Tassie gets on average per day. Use your own solar power rather than exporting it to the grid to save on power.



## 18–21

The amount of degrees you should keep your heater at in winter. Every degree over 21°C adds 10% to your energy use.



## 128 hours

The amount of hours per week it's cheaper to use power on our Peak and Off Peak energy plan (that's over 73% of the time!). Take advantage of cheaper off-peak times to save.



## \$760

The amount you could save per year by doing these four things:

- Getting rid of your second fridge.
- Switching the gaming console off after use.
- Use the clothesline once a week instead of the dryer.
- Replace a standard showerhead with a water efficient 4-star one.

**Find more energy tips and advice on our website.**

# Important Information

## Late payments and interest

We have a late payment fee of \$5 if your bill is not paid by due date and we have not heard from you. Overdue interest is also charged.

## Payment plans

If you are having trouble paying, we have both short and long term payment plans available. These can be requested online. If more help is needed you can find out about the Yes program on page 9 of this pack.

## Prices

You can find current, up to date information on prices and rates on our website.

## Moving house

You can connect and disconnect quickly and easily online or over the phone. We recommend contacting us at least a week before your move date so we can book the service required (note that fees may apply).

## Planning to build or renovate?

When you're building a new home or making changes to an existing one, there are a few things you need to think about. Do you need an Electrical Works Request? Does TasNetworks need to be involved? How much will it cost? Go to our website to find out what you need to do when building or renovating. [auroraenergy.com.au](http://auroraenergy.com.au)

## Concessions

You can apply to receive an electricity concession if you have a Pensioner Concession Card issued by Centrelink or the Department of Veterans' Affairs, a Health Care Card issued by Centrelink, an Immigration Card or a Community Detention Card.

We are happy to provide information about other concessions, rebates or grants that you may be able to access. To apply for concessions visit our website or call us on **1300 132 003**.

## Life support

If a person living at your home has a medical condition and their health may be at risk without continuous access to an electricity supply, you can register the premises for our life support program.

We will:

- register the premises as having life support equipment
- not disconnect your electricity while the person continues to live there and needs the life support equipment
- give you an emergency telephone contact number for if you lose power.

You must let us know if the person on the life support program leaves your house, or no longer requires this service.

## Aurora Gas

Whether you have a gas pipeline in your street, or you are already connected to gas, or you want both gas and electrical energy options, you can find out about the benefits of connecting to Aurora Gas on our website.

## Who is responsible for street lights, poles and wires, and restoring power outages?

TasNetworks own, operate and maintain the electricity transmission and distribution network in Tasmania. They establish new connections, maintain, replace and alter existing infrastructure, and restore unplanned outages.

To report a power outage, a faulty streetlight or vegetation near powerlines call TasNetworks on **132 004**. For more information about TasNetworks go to [tasnetworks.com.au](http://tasnetworks.com.au)

## Who is TasMetering?

TasMetering provides metering and data services to residential and small business customers on behalf of Aurora Energy. This includes meter installations, remote reading, and connections and disconnections for advanced meters.

## Feedback and complaints

We welcome feedback. Call us on **1800 800 753** to let us know your thoughts. If we can't respond to your feedback immediately, we'll acknowledge you and either call you, or send a written reply within 10 business days.

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

## Your privacy

We are bound by the Privacy Act and will protect your personal information in accordance with the Australian Privacy Principles. These principles govern how we can collect, use, hold and disclose your personal information. You can view our Privacy Policy on our website.



## National Relay service

If you are deaf or have a hearing impairment, contact us through the National Relay Service.

TTY users phone **133 677**, Speak and Listen users phone **1300 555 727** and ask to be connected to any Aurora Energy contact number.

## Emergency & faults

If a life is in danger call **000**.

If there is a power outage contact the network distributor, TasNetworks, on **132 004**.

If there is a gas emergency or fault, call Tas Gas on **180 2111**.

## Translation information

German	Wenn Sie Schwierigkeiten haben, Englisch zu verstehen, rufen Sie den kostenlosen Dolmetscherdienst unter der Nummer 131 450 an.
Italian	Se hai difficoltà con l'inglese, c'è un servizio interpreti a disposizione, gratuito per te, chiamando il numero 131 450.
Korean	영어사용에 어려움이 있으시다면 무료 통역서비스를 이용하실 수 있습니다. 131 450번으로 연락주시기 바랍니다.
Arabic	إذا كان لديك صعوبة في اللغة الإنجليزية، فإن هناك خدمة ترجمة فورية متاحة لك مجاناً عن طريق الاتصال بالرقم 131 450.
Chinese	若您使用英语存在障碍，请致电131 450，这里可为您提供免费的口译服务。
Greek	Εάν δυσκολεύεστε με την αγγλική γλώσσα, υπάρχει δωρεάν υπηρεσία διερμηνείας για σας, στο τηλέφωνο 131 450.

# How to contact us

Manage your account online at [auroraenergy.com.au](http://auroraenergy.com.au)

## You can:

- pay your bill
- move house
- request an extension
- predict your next bill
- ask a question
- get expert tips and advice, and much more!

If you need to talk to someone, call:

Residential	<b>1300 132 003</b>
Small Business	<b>1300 132 045</b>
Interstate callers	<b>(03) 6237 3400</b>
or fax	<b>(03) 6237 3444</b>

