

# Aurora EasyPay

## Don't get mad. Get even.



### Pay the same amount throughout the year

If you like keeping tabs on your household finances, you'll appreciate the importance of being able to budget for regular bills. But, as you know, there are some regular bills that can come as a bit of a surprise.

Your electricity account, for example, can vary quite dramatically between summer and winter. That's why we have created a bill payment method called Aurora EasyPay.

With Aurora EasyPay rather than getting mad at a big power bill you can even out the amount you pay for electricity right through the year.

### How it works

Based on the last four quarterly meter readings, we estimate your electricity use for the coming year.

This total is then divided by 26 (if you choose fortnightly repayments) or 12 (if you choose monthly repayments) to arrive at your regular Aurora EasyPay instalment amount. You can also choose to make quarterly payments if you wish.

To minimise the possibility of a large bill at the end of your twelve month contract, we increase your payments by a percentage to allow for expected price changes and increased usage over the next 12 months and to cover any additional charges that may be determined during the period.

### How do I become an Aurora EasyPay customer?

To find out what your Aurora EasyPay amount would be all you have to do is follow these easy steps:

1. Call Aurora on **1300 13 2003** and ask our consultants to calculate the amount you will need to commit to for your nominated payment schedule.
2. We will then confirm the arrangements with you in writing.
3. To make Aurora EasyPay even easier we recommend you combine it with Direct Debit and you will also receive the **Aurora Direct Debit Discount**.
4. Congratulations, you are now an Aurora EasyPay customer.

NB: No monthly statements or reminder notices will be sent.

### How we monitor your EasyPay during the year

Because we continue to read your meter every quarter, EasyPay is able to perform a 'health check' to see whether you're still on track. If your electricity use increases or decreases by too great an amount during the year, we will detect this and modify your agreed instalment amount. You would be notified of any change approximately two weeks prior to it taking effect.

### How we review EasyPay on an annual basis

At the end of the initial 12-month period, we will perform an EasyPay Annual Review. This involves the following steps:

1. We look at your actual consumption over the previous 12 months.
2. We use this to calculate your Average Annual Consumption (this amount is what our original estimate was targeting).
3. We compare this revised target with the total instalment charges you received throughout the year. If the total instalment charges are the greater of the two, then you have been charged in advance of your usage. If your Average Annual Consumption is the greater of the two, then you have been charged less than required over the period.
4. We then calculate a new instalment amount as described earlier, except that we take into account the annual comparison, increasing or decreasing your new instalment amount accordingly.
5. We then send you an EasyPay Annual Review letter to give you advance notice of the new instalment amount and provide the details of how it was calculated.



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### Account Payments

You need only pay the amount that is charged to you by EasyPay. If you have changed your lifestyle recently (for example, there may be an extra person in the household) this may affect how much power you use. For current EasyPay customers, give us a call on **1300 13 2003** and we will check that your instalment amount will cover you over the year. Remember that any differences between the instalments paid and power used will be factored into the next year's instalment calculation.

### Making Aurora EasyPay even easier with Direct Debit

To make Aurora EasyPay even easier we recommend you combine it with Direct Debit. That means no more queuing or writing cheques. Payments are made without you lifting a finger. Because Direct Debit is automatic, you never have to worry about making an overdue payment.\*

With direct debit you don't have to do anything except enjoy the important things in life – without worrying about your electricity bill. You will also receive the **Aurora Direct Debit Discount**. This is a discount of 5 cents + GST a day for each day of your statement period – a saving of around \$4.50 + GST for a quarterly statement. The ongoing discount is subtracted from each of your following Aurora bills.

(Please note this discount does not apply on a dishonoured Direct Debit payment.)

Once on Direct Debit, EasyPay's Annual Review will modify your Direct Debit amount to keep it in line with your EasyPay instalment amount. Once again, you will be notified of this prior to it taking effect.

\*You can pay your instalment by other means. However, if any payment is overdue, EasyPay may be automatically cancelled. This is why we recommend the use of Direct Debit. If you would still like to pay your instalment by means other than Direct Debit, please discuss this with an Aurora Customer Service Consultant on **1300 13 2003**.

### Terminating EasyPay

If you no longer wish to remain on EasyPay just call and we will cancel the arrangement. EasyPay constantly tracks the difference between what we have charged and what you have used, so that upon cancelling EasyPay we can adjust this difference to your account.

If you move house, this will automatically terminate your EasyPay agreement in the same manner. This charge may include your final meter reading if one was required.

When asking Aurora to connect the electricity to your new address, you will need to specify that you wish to remain on EasyPay. A new EasyPay agreement will then be established with a new instalment amount.

