

## Contacting Us

If you would like more information about the new supply process you can contact us as follows:

**Customer Supply Team**

Monday to Friday 9am – 5pm

Phone: **1300 13 7008**

Facsimile: 6324 7528

Email: [networkcustomersupply@auroraenergy.com.au](mailto:networkcustomersupply@auroraenergy.com.au)

Web Address: [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

Mailing Address:

Aurora Energy Pty Ltd

Customer Supply Team

PO Box 419

Launceston TAS 7250

# Organising a new power supply?

# Upgrading/relocating your power supply?



Aurora's Customer Supply team are the experts in providing you with assistance when you are installing a new line or upgrading an existing line.

Here are some tips for ensuring that the process is as simple as possible for you.

## Plan Ahead

Design work can take up to six weeks. Construction can then take up to eight weeks to be completed. Therefore it's highly recommended you plan ahead to ensure your connection is ready when you are. It is also important to note that the construction timeframe may exceed the eight weeks if you are undertaking a new subdivision or large-scale project.

In some instances there may also be delays to your connection due to:

- Bad weather
- Sites that are difficult to access
- Any redesign work that you may request
- Environmental constraints
- Negotiations with other authorities.

## How do I get the ball rolling?

Your first point of call is to contact Aurora on **1300 13 7008** to request a Preliminary Enquiry to establish Distribution Services form, also known as Form A. Accuracy at this stage of the application process is critical to ensure a timely response from our Customer Supply Team, so we suggest you seek assistance from your Licensed Electrical Contractor to complete the paperwork.

Once the completed Form A has been received, we will send you a letter outlining indicative costs as well as an acceptance form for you to sign and return, along with the design deposit, should you wish to proceed with



having a formal design completed. Following the design process, a formal Letter of Offer will be sent to you with all associated timeframes and costs for the project.

## Costs associated with New Supply

A \$500 design deposit is required to enable Aurora to complete the design stage of the project. Once a Designer has been onsite, we can advise the contribution required should you wish to proceed. Please note that in the event you do not accept Aurora's formal offer the design deposit is forfeited.

In some cases Aurora may provide a subsidy toward the cost of the power supply to your proposed site. Your Electrical Contractor will be able to assist you with the costing of your private work and any associated final connection costs.