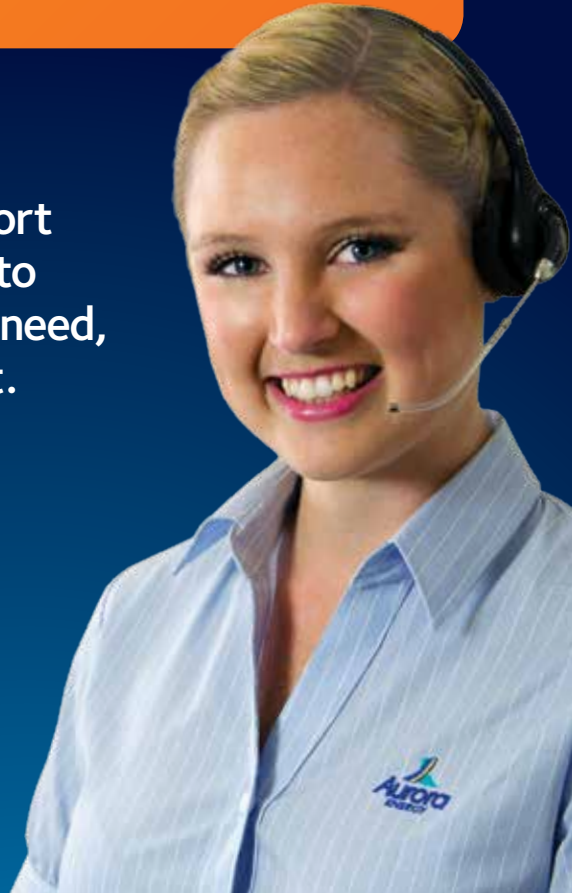


More
ways to
help you.

Our Your Energy Support
(YES) program is here to
offer you the help you need,
when you need it most.



www.auroraenergy.com.au



Your Energy Support (YES) Program

At Aurora Energy, we understand that from time-to-time customers experience financial difficulties and may need additional assistance.

Aurora Energy's Hardship Policy provides the framework to identify vulnerable customers. The Your Energy Support (**YES**) Program gives you, as a residential customer experiencing financial difficulties, the ability to take control of your energy usage and bill. (Or if you are unable to purchase credit for your Aurora PAY AS YOU GO meter).

Energy is an essential service for residential customers and the **YES** program helps you stay connected with energy-saving tips and tools, budgeting advice and tailored, flexible and affordable payment plans for immediate and longer-term relief.

If you are struggling financially, we encourage you to contact us either personally or through a third party, such as a financial counsellor or a welfare agency.

The **YES** Program is all about:

- Treating you with respect, fairness and sensitivity;
- Ensuring your payment arrangements are flexible and affordable;
- Reviewing our agreements with you regularly;
- Supplying you with information regarding financial counsellors;
- Supplying you with information about government grants and concessions;
- Supplying you with information on up-to-date energy efficiency practise; and
- Offering you energy auditing services over the phone.

We will ensure that our **YES** Program and Hardship Policy are transparent and applied consistently.

Who can enter the YES Program?

You will be eligible to enter the **YES** Program under the following circumstances:

- If you have been identified as being in financial difficulty;
- If you have an active residential connection with Aurora Energy, and that premises is your principal place of residence;
- If you have any amount outstanding on your energy account;
- If you show a willingness to make contributions to your energy account; and
- If you show a willingness to actively participate in the Program, including participation in energy audits, seeking assistance from welfare organisations and making an effort to reduce consumption.

Our internal processes may also identify customers having trouble paying their energy bill.

We consider the following as your commitment to the **YES** Program:

- To make payments in line with the agreed payment plan solution;
- To make every attempt to reduce consumption to a level where it is affordable;
- To contact us if there is a change in your circumstance;
- To contact us when you are unable to make payments according to the agreed payment plan; and
- To stay in touch with the **YES** team.

If you are unable to meet these commitments, you will be at risk of being removed from the **YES** Program. If you are removed from the **YES** Program for failure to meet your commitment requirements, normal collection action will resume and you may face disconnection or further debt recovery action.

If you are removed from the **YES** Program twice in a 12 month period, you are not guaranteed re-entry. However, we will continue to make every effort to assist you to regain access to the **YES** Program.

Can you set up flexible payment options for your bill? **YES!**

Aurora Energy has a range of repayment options and our **YES** team will work with you to tailor these to suit your circumstances. We will make sure your payment plan is reasonable, flexible, but above all, affordable to you.

To view the range of payment options available, visit www.auroraenergy.com.au.

Centrelink

If you receive benefits or allowances from Centrelink, you are eligible to use Centrepay as a bill-payment service. There is no cost to you to use this service. Further information can be obtained from Centrelink at: www.centrelink.gov.au or by phoning **1800 050 004**.

Is there a way to reduce the amount of energy you are using? **YES!**

We will provide you with simple energy saving tips and energy efficiency advice to help you to understand your energy consumption and ways to reduce your energy costs. As part of the **YES** Program, you are required to undertake a free, phone energy audit service.

Information provided to you over the phone is supported by information that can be found at www.auroraenergy.com.au. The website also provides an appliance calculator, an easy to use tool, to allow you to undertake your own basic home energy assessment.

More information

Please contact Aurora Energy's **YES** Team from 9am to 4.30pm Monday to Friday on **1300 10 2010**.

A full copy of Aurora Energy's Hardship Policy can be found at www.auroraenergy.com.au. Alternatively, a free copy can be posted upon request by contacting us on **1300 13 2003**.

Translation services

We are committed to communicating with people from diverse cultural backgrounds to provide access to the **YES** Program. If a customer has difficulty with English, an interpreter service is available, at no cost by calling 131 450.

Arabic: .131 450 اتصل بالرقم والفورية، خدمات الترجمة التحريرية والفورية، اتصل بالرقم 131 450.

Chinese: 131 450提供笔译和口译服务。

Greek: Για υπηρεσίες διερμηνείας και μετάφρασεις καλέστε το τηλέφωνο 131 450.

German: Übersetzer- und Dolmetscherdienst, Telefon: 131 450.

Italian: Per il servizio traduttori e interpreti, chiama il numero 131 450.

Korean: 통번역서비스가 필요하시다면, 131 450번으로 연락주시기 바랍니다.

Feedback and complaints

We value your feedback and will work to resolve your complaint at the first point of contact.

To provide feedback or lodge a complaint, please call us on freecall **1800 80 0753** or write to us at GPO Box 191, Hobart TAS 7001.

Alternatively visit **www.auroraenergy.com.au** and use our online feedback form.

Should you be unhappy with the way in which your complaint has been handled you have the right to have your complaint escalated to a higher authority within Aurora Energy. If you are not satisfied with our response, you may refer the matter to the Energy Ombudsman on **1800 00 1170**. The Ombudsman provides a free, independent complaints resolution service on 1300 766 725 or via their website (www.energyombudsman.tas.gov.au).

Privacy

Aurora Energy values your privacy and is bound by the Privacy Act. We 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. Full details of Aurora Energy's Privacy Policy can be viewed at **www.auroraenergy.com.au**.



Your Energy Support Program | April 2015
www.auroraenergy.com.au | **1300 10 2010**