



# Aurora PAY AS YOU GO

How it works



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Congratulations on becoming an Aurora PAY AS YOU GO (APAYG) customer. Please take a few minutes to read the following information.

## New meter

If you have had an APAYG meter installed, you will receive a Smart Card with your meter. Please refer to the 'getting started' information on what to do next.

## Move in

If you have moved into a premises that already has an APAYG meter, phone **1300 13 2003** to arrange collection of a new Smart Card from your nearest Recharge Agent. Please note administration fees may apply. Rates and charges are outlined in your *Aurora PAY AS YOU GO Rates and charges* brochure.

## The 3-month trial period

If you are not totally satisfied within three months of either moving into a premises with APAYG or from the date you had an APAYG meter installed, call us on **1300 13 2003** and we will have your APAYG meter removed at no cost to you.

## Pick your timeslot and save

APAYG meters offer different rates for different times of the day. You'll also notice that there are pricing combinations for weekdays, weekends and different months of the year. This allows you to take control of your energy use.

APAYG customers can also select from a range of flexible pricing options – Standard, OffPeak or Heating Discount. Pensioner discounts apply to them all. If have both OffPeak and the Heating Discount, then the OffPeak prices apply to you.

You can find this information in the *Aurora PAY AS YOU GO Rates and charges* brochure.

## How new rates or fees are picked up by your meter

*This includes rate change, credit adjustment, pension concession*

New rates are available up to one month before they take effect and will be transferred to your meter's memory the next time you insert your Smart Card into the meter. This ensures your rates automatically adjust at the scheduled changeover date.

For ACTARIS meters any rate change or applicable fees are uploaded to your Smart Card on your next purchase at the Recharge Agent and new settings will be updated once you insert your card into your meter.

For Siemens meters any rate change or applicable fees will be deducted after a minimum of three transactions.

## Emergency Credit

APAYG meters have an emergency credit control which will display on your meter screen. This is a reminder that you will soon need to purchase more credit on your Smart Card. To access the Emergency

Credit please refer to the instructions that apply to either the ACTARIS or the Siemens meter. It is important to note:

- When Emergency Credit runs out, the meter shuts down and the power will turn off.
- Even though the power is off, your meter will still accumulate daily standing charges.

You must repay the cost of the Emergency Credit you have used and this will come off the total of your next purchase.

## How to get the power back on

If your power is disconnected you can get your power back on by:

- activating your Emergency Credit (if you have not already done so)
- purchasing credit on your Smart Card at a Recharge Agent and inserting the Smart Card in the meter.

If you have activated your Emergency Credit your meter may display a debt.

Your meter is programmed to allocate a proportion of your payment to your Emergency Credit debt, ensuring you always have access to electricity credit. If you are not able to purchase more credit then please contact Aurora on **1300 13 2003**.

## If you are going away

Please make sure that you have enough credit to cover daily standing charges and to keep appliances such as your fridge,

freezer or hot water cylinder running while you're away.

## Lost or damaged Smart Card

If you lose your Smart Card or if your Smart Card is faulty, call Aurora on **1300 13 2003** to arrange for your replacement Smart Card code. You can then collect your new Smart Card from your closest Recharge Agent. Once you use the new Smart Card, your old Smart Card will no longer work with your meter.

Please note: Recharge Agents for Aurora PAY AS YOU GO prefer cash transactions. They are not obliged to accept cheque or credit card transactions.

## Getting started

### 1. Charge up your new Smart Card

Once you receive your Smart Card, sign it immediately. Now you can purchase any amount of credit between \$5 and \$200 by taking the Smart Card to a Recharge Agent. A listing of Recharge Agent locations is available at [www.auroraenergy.com.au](http://www.auroraenergy.com.au) or by calling **1300 13 2003**.

### 2. Charge up your meter

There are two types of APAYG meters and the instructions to charge up your meter are different depending on the type of meter you have.

First, identify your APAYG meter as either:

- ACTARIS TaleXus® PayGuard™ meter, or
- Siemens PAY AS YOU GO meter.

The images below show these meters. You can identify your type of meter by looking at the meter in your meter box and comparing it to the images below. Or you can look at your Smart Card. If your card has a small notch along the top it is a Siemens meter. If there is no notch it is an ACTARIS meter.

**Your credit**

Once you transfer your credit to your meter, it will be used in two ways:

- your ongoing electricity use at the relevant rate
- daily fixed charges (this may also include a daily deduction to repay an outstanding debt).

**How to use your ACTARIS TaleXus® PayGuard™ meter**

Your ACTARIS meter has a key on the right-hand side to explain the different

types of information that you can use as you scroll through the display.

**Charging your meter**

- Once you have charged your Smart Card, insert it into your meter with the gold chip facing left.
- Leave the Smart Card inserted until the meter beeps twice. The meter will be charged with your credit.
- Once the meter has finished charging, your credit will be displayed on the meter, along with [9] on the left-hand side of the display.
- If the meter cannot read your Smart Card, an [8] 'Token not accepted' will show on the left-hand side of the display. If this happens please see 'Smart Card rejection'.
- It is important to insert your Smart Card into the meter immediately so it can only be used in your meter and not to charge up anyone else's.



ACTARIS TaleXus® PayGuard™ meter and card



Siemens PAY AS YOU GO meter and card



## Checking your meter for energy use information

Use the blue button to scroll through the information in the display panel (if you do not press the button again within 30 seconds, the meter will revert to the main display).

The rate display sequence shows the following information under each category:

### [1] – Credit remaining

- test display
- time and the current pricing rate (your APAYG meter clock automatically adjusts rate switching times when daylight saving starts and ends)
- date and the current pricing rate being applied

### [2] – Total credit inserted

- total credit which has been entered into the meter

### [3] – Total charge per week

- the Standing Charge in dollars per week (this is made up of the Services and Meter Charges and any debt charges)
- total energy consumption, which is the sum of consumption in all rates

### [4] – Price per kWh

- meter readings in kWh for each rate (each reading is followed by a display of its corresponding rate in \$/kWh)

## Emergency Credit

To view Emergency Credit you must have your Smart Card inserted.

Emergency Credit is listed at [5]. It is available when your credit gets down to \$3. At that point the display screen will show that Emergency Credit is available (by displaying a flashing triangle with an exclamation mark in the centre).

To access the Emergency Credit, press the red button on the meter.

When the Emergency Credit has been activated (the triangle with exclamation mark in the centre is solid and doesn't flash) the amount of available credit displayed will include the Emergency Credit.

## Viewing your debt

### [6] – Debt to pay

- this shows the total amount of debt remaining to be paid by fixed debt repayments

### [7] – Debt charge per week

- this shows the debt repayment rate to be taken by the meter over a period of one week until the debt is recovered

## If you move out

Before you move, you need to power down your meter so you can collect any remaining credit at your Recharge Agent. Press the blue button for 5 seconds and the meter will start beeping. If you insert your Smart Card while holding the blue button in, any outstanding credit (or debt) will be downloaded onto your Smart Card. To settle your account, take your Smart Card into a Recharge Agent, who will also keep your card.

## Smart Card rejection

[8] – Token not accepted

Token not accepted means that your meter cannot read your Smart Card. If this should happen, or if you have any problems with your meter, contact us on **1300 13 2003** Monday to Friday 9am – 5pm, or outside these hours on **13 2004**.

## Important – your safety net

You will not lose your electricity supply between 3pm and 10am on weekdays, or over the weekend, even if you run out of Emergency Credit. **However, you must recharge your card before 10am or your power will be turned off.** If you run out before 3pm, you will have to purchase more credit to restore power. Once turned off, the power is not automatically restored at 3pm. Remember, your meter display screen will show you when your credit is low.

You must repay the cost of consumption of energy when you are in the safety net. This will come off the total of your next purchase.

## How to use your Siemens meter

### Charging up your meter

- Insert the Smart Card with the picture-side facing left until it clicks and beeps. The meter will then charge itself up with your credit
- Remove your Smart Card from the meter. If you are a new customer, the first time your Smart Card is inserted the display will show that the settings have changed. It will then show the value of credit that has been taken from the Smart Card.

- It is important to insert your Smart Card into the meter immediately so your meter can only be used in your meter and not to charge up anyone else's.

### Checking your meter for energy use information

To view all available information, press the blue button. First it will scroll through up to seven rates. This includes the total number of electricity units (kWh) consumed at each rate, and the current price setting.

Next is the Total Energy reading, which is the total electricity units (kWh) consumed.

After you scroll through the Emergency Credit information, you will be shown the standing charge per week, which shows services and meter charges and covers your daily fixed charge. (If you receive the pensioner discount, the standing charge will not display.)

### Viewing your debt

If you have outstanding debt with Aurora, it will be displayed with the standing charge per week information.

### Emergency Credit

After you scroll through your rate information you will be shown the amount of Emergency Credit available.

When your card gets down to \$3, the display screen will show that Emergency Credit is available by displaying 'EmCr available' on the meter screen. This is a reminder that you will need to purchase more credit.

To use your credit, press the orange button. When all the normal credit has been used, the display will show both the amount of Emergency Credit available and the debt in the meter.

## Extra information listed on your meter

- Soft start (time switch adjust) – your meter is made to switch to different tariff settings up to 15 minutes before or after the advertised time. This ‘Soft Start’ is to limit the burden put on the distribution system, which would occur if thousands of electrical appliances were switched on at once. To see the time that your meter adjusts the rates, press the blue button on your meter until the display shows ‘Time Switch adjust on + or - xx minutes’. For example, if your meter displays ‘Time Switch adjust on + 10 mins’ then your timeslots are all 10 minutes later than the time advertised.
- Time – your meter automatically adjusts rate switching times when daylight saving starts and ends. The meter’s 24-hour clock does not adjust for daylight saving, so during this time it will be one hour behind.
- Date – the current date.

## Budget mode

If your meter keeps switching off, you may have accidentally put your meter into budget mode. If you do put your meter into budget mode simply reinsert your Smart Card. This will reset the meter to normal mode.

## Important – your safety net

You will not lose your electricity supply between 8pm and 8am Tasmanian Eastern Standard Time (9pm and 9am Eastern Daylight Saving Time) even if you run out of Emergency Credit. **However, you must recharge your meter before 8am or your power will be turned off.**

If you run out before 8pm you will have to purchase more credit to restore power. Once turned off, the power is not automatically restored at 8pm. Remember, your meter display screen will show you when your credit is low.

You must repay the cost of consumption of energy when you are in the safety net. This will come off the total of your next purchase.

## If you move out

Before you move out, put your Smart Card in the meter for a final reading of your credit (or debt). Next, take your Smart Card into a Recharge Agent to verify that reading. Then mail the Smart Card to: Aurora PAY AS YOU GO, Reply Paid 191, Hobart TAS 7001 with a message saying how you would like to be refunded. Refund options include: cheque; a credit to your new electricity account (if moving to premises without Aurora PAY AS YOU GO); or a credit to a new Aurora PAY AS YOU GO meter.

## Smart Card rejection

If the meter cannot read your Smart Card, the display will give an ‘invalid’ or ‘void’ message. If this should happen, or if you have any problems with your meter, contact us on **1300 13 2003** Monday to Friday 9am – 5pm, or outside these hours on **13 2004**.

## Electrical safety

In a life threatening situation, call **000**.

If there is a power outage or you are worried about electrical safety you should contact your electricity distributor, TasNetworks on **13 2004**.



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[www.auroraenergy.com.au](http://www.auroraenergy.com.au) | **1300 13 2003**