

## IMPORTANT

### Aurora PAY AS YOU GO:

- cannot be connected to premises that have any life support systems that run on mains power
- cannot be connected to premises that have a multi-tenanted meter box containing four (4) or more connections
- cannot be connected if you cannot access your meter box safely
- can only be connected to a single phase power supply (most premises run on single phase power but if you are unsure, call a licensed electrical contractor).



# Aurora PAY AS YOU GO

Rates, fees and charges



Aurora PAY AS YOU GO Rates, fees and charges | July 2019  
[auroraenergy.com.au](http://auroraenergy.com.au) | 1300 132 003



## Aurora PAY AS YOU GO (APAYG)

APAYG rates, fees and charges are effective 20 July 2019, but may be subject to change. Rates, fees and charges are inclusive of GST.

**Rates in bold apply only to concession card holders.**

### Heating

Summer*				
Cents/kWh	6.30am–11am	11am–4.30pm	4.30pm–10.30pm	10.30pm–6.30am
Mon–Fri	28.39	22.10	28.39	12.83
Sat–Sun	22.10	22.10	22.10	12.83

Winter*				
Cents/kWh	6.30am–11am	11am–4pm	4pm–8pm	8pm–6.30am
Mon–Fri	23.75	23.75	16.60	16.60
Sat–Sun	23.75	23.75	16.60	16.60

Daily supply charge 146.72 cents/day. There is no daily supply charge for concession card holders.

### Standard

Summer*				
Cents/kWh	6.30am–11am	11am–4.30pm	4.30pm–10.30pm	10.30pm–6.30am
Mon–Fri	28.96	22.52	28.96	13.15
Sat–Sun	22.52	22.52	22.52	13.15

Winter*								
Cents/kWh	6.30am–11am	11am–4pm	4pm–8pm	8pm–6.30am				
Mon–Fri	29.01	23.30	<b>20.61</b>	23.30	<b>16.60</b>	18.39		
Sat–Sun	<b>20.61</b>	23.30	<b>20.61</b>	23.30	<b>20.61</b>	23.30	<b>16.60</b>	18.39

Daily supply charge 148.20 cents/day. There is no daily supply charge for concession card holders.

### Off-Peak

Summer*				
Cents/kWh	6.30am–11am	11am–4.30pm	4.30pm–10.30pm	10.30pm–6.30am
Mon–Fri	28.96	22.52	28.96	13.15
Sat–Sun	22.52	22.52	22.52	13.15

Winter*						
Cents/kWh	6.30am–11am	11am–4pm	4pm–8pm	8pm–6.30am		
Mon–Fri	29.01	23.30	<b>20.61</b>	23.30	<b>13.94</b>	17.00
Sat–Sun	<b>20.61</b>	23.30	<b>20.61</b>	23.30	<b>13.94</b>	17.00

Daily supply charge 152.50cents/day. There is no daily supply charge for concession card holders.

\*Seasons align with Australian Eastern Daylight Time (daylight savings).

## Your choice to change

If you move into a premises with APAYG, you have the choice to exchange the APAYG meter to a standard meter at no cost within three months.

Free exchange of your APAYG meter is available to all customers. The existing APAYG product will no longer be supported from 31 December 2019. If you are an APAYG customer and have not already done so, please contact us to choose your new energy product on **1300 132 030**.

## Access for meter reading

In accordance with National Electricity Rules, one actual meter read must be obtained at least every 12 months for all meters, including APAYG meters.

You must allow safe and unhindered access for reading and maintaining your APAYG meter, however you will not receive a bill. If you need to discuss your options regarding access, please call us on **1300 132 003**.

## Fees

Wasted Visit**	\$50.00 –\$450.00
Replacement fee for lost or damaged Smart Card	\$20.00
Administration fee – this fee only applies if you are moving in or out of a residence that already has APAYG installed	\$30.00

\*\* A wasted visit fee may apply if we are unable to access your premises or should work be unable to be completed on your meter. This fee varies as it is determined by the distance of your premises to the Licenced Post Office Location of either Hobart, Launceston or Burnie.

If a government, regulator or network distributor varies or introduces a fee, charge or tax, Aurora Energy may pass through all or part of this varied or new fee, charge or tax to you. The charges for network-related services, as approved by the Australian Energy Regulator, may include our reasonable costs for arranging such services.

## Important information

Recharge agents for APAYG prefer cash transactions. They are not obliged to accept cheque, EFTPOS or credit card transactions.

An emergency credit function provides an \$18 safety net to ensure you are not without power. Time periods apply, please refer to the Aurora PAY AS YOU GO How it works brochure for further details.

For more information on services and product options, including access to the Your Energy Support (YES) program, please visit [auroraenergy.com.au](http://auroraenergy.com.au) or call **1300 132 003** from **Monday to Friday, 8am to 6pm**.