

Gas Customer Charter

Aurora Energy's guarantee to you



Privacy Collection Statement

At Aurora Energy, we value your privacy.

Aurora Energy collects, uses and discloses your personal information (including metering data and information which may be sensitive information) to provide products, services and information to our customers, for our business operations and to comply with the law. We may also use your personal information to contact you with information about new offers and services.

If you do not wish to receive this information you can opt out of this service. If you choose not to provide your personal information to us, we may not be able to provide you with the services or information you require.

We may disclose your personal information to our related bodies corporate, agents, contractors and service providers (such as mail houses, data processing analysts and debt collection agencies) and, where relevant, your energy Distributor and other energy retailers. We do this where required for our business operations, authorised by law or where you have provided consent. Some of these entities may be located overseas. Our privacy policy provides more information about the countries in which these entities are located. You can find this at auroraenergy.com.au

Our privacy policy also contains more detailed information about how we usually collect, use and disclose your personal information, how you can ask for access to it or seek correction of it, how you can make a complaint and how we will deal with such a complaint.

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our website (auroraenergy.com.au) contains our "Credit Reporting Privacy Code Statement of Notifiable Matters". This Statement contains important information on credit reporting, including the credit reporting bodies to which we are likely to disclose your credit-related personal information, your rights

in relation to such information (such as rights to access and request corrections) and whether we are likely to disclose such information overseas. We can also provide you with a copy of that statement on request.

If you provide us with personal information about another person (such as an additional account holder), please make sure that you tell that person about this privacy statement.

Why we have a Customer Charter

Aurora Energy Pty Ltd (Aurora Energy) provides a total energy solution to our customers backed by technical and customer service excellence.

This Gas Customer Charter complements the Aurora Energy Gas Sale Agreement of your gas contract and outlines our customer service commitment and the standards we provide to our gas residential and business customers.

We will make available a copy of this Gas Customer Charter to you at, or before, the time supply to you is connected and upon request by you.

We will review and, if necessary, update this Gas Customer Charter annually.

We will lodge a copy of this Gas Customer Charter, and each update of it, with the Office of the Tasmanian Economic Regulator.

If you would like a large print version of this document, call us on **1300 132 003**.

Aurora Energy as your gas retailer

As your gas retailer we will assist you with connections, disconnections, billing and energy advice.

We will also liaise on your behalf with the gas distribution company (the Distributor) responsible for the maintenance of your gas pipes, your gas meter and the gas supply to your home or business, subject to you notifying us otherwise.

As a gas customer of Aurora Energy we will endeavour to ensure gas is available to you at your home or business by your nominated connection date. Please note, in some cases we may request you provide security prior to us arranging the connection of gas to your home or business.

Our service standards

To put you, our customer, first, by:

- making it easy for you to contact us
- being friendly and professional
- listening and responding to your needs and concerns
- providing you with expert advice
- respecting your privacy
- using plain language in all our communications with you

When you call, we will:

- identify ourselves when we answer your call
- aim to action your enquiry on the first call
- arrange for another person to call you back if your enquiry requires specialist attention

When you contact us by letter, fax or email, we will:

- always acknowledge your correspondence
- let you know who is dealing with your enquiry
- aim to resolve your query within 5 business days

To provide access for everyone, by:

- ensuring our services are accessible to people with vision or hearing impairments
- providing free access to a translation and interpreting service
- making a copy of this guide available in a large print format upon request

In addition Aurora Energy will:

- advise you of any changes to this Gas Customer Charter via our website and bills
- advise changes to tariffs on our website and bills

Your responsibilities as our customer

As our gas customer your basic responsibilities and obligations are:

- to pay the account balance by the due date shown on your account
- to ensure that all the information you give us is correct and to notify us of any changes
- if you are moving, to give us at least 3 business days' notice (so that a final meter reading can be done) and a forwarding address
- not to misuse, tamper or interfere with gas supply pipes, meters or equipment on your property, or to allow anyone else to do so, unless instructed to do so by the Distributor
- to use gas safely and in accordance with legal requirements
- not to interfere with the supply of gas to any other person or property
- to allow authorised staff or contractors clear access to read the gas meter, to inspect, test or replace equipment or to undertake emergency repairs at any time
- to ensure that access can be gained safely and that any animal on your property is under control
- to maintain in safe condition all pipes, fittings, appliances and equipment from the point of connection to your premises

If you have any questions, call us on **1300 132 003** (residential) or **1300 132 045** (small business).

Your rights and entitlements

As our gas customer your basic rights and entitlements are listed throughout this charter and also summarised below;

- We will ensure gas is available to you at your home or business in line with regulatory requirements or your nominated connection date
- We will protect your privacy and handle all personal information in accordance with the Personal Information Protection Act 2004 (Tas) and the Privacy Act 1988
- We will provide you clear and accurate accounts
- We will provide you with flexible payment options including payment plans
- We will provide you with access to the Your Energy Support Hardship program
- We will review your bill if requested to do so
- We will make available a copy of this Gas Customer Charter to you via post, e-mail and our website
- You have the right to refer any complaint to the Tasmanian Energy Ombudsman on freecall **1800 001 170**. The Ombudsman provides a free independent complaints resolution service.

Your account

We are committed to providing you with clear and accurate accounts.

As a gas customer of Aurora Energy you can be assured that our prices and service fees are clearly communicated.

Any connection and distribution services fees imposed by the Distributor and incurred by Aurora Energy in order to supply you with gas will either be passed through to you or built into the bundled charges payable by you under your contract.

We will mail or email you an account every three months that will give you the information you need to understand how much gas you are using and clearly outline, among other things:

- contact details for inquiries pertaining to accounts
- contact details for the Distributor
- our contact details should you experience difficulty paying an account
- consumption for the billing period
- a charge for the gas you have used during the billing period based on consumption of gas as indicated by meter readings (where available)
- a summarised breakdown of charges
- the account due date and payment methods available

In the event that the Distributor is unable to access or read your gas meter for any reason, we will provide you with a reasonable estimate of consumption and, if a reliable meter reading becomes available later, the next gas account will be adjusted to reflect actual consumption. Despite this, we will obtain a reading of your meter at least once in each 12 month period. We will:

- notify you of an account based on a reasonable estimate of consumption
- the reason for the account being estimated
- how the account has been estimated
- adjust your next account to reflect actual consumption if a reliable meter reading becomes available later

If you believe there is an error with your account, we will review it, adjust it if required and endeavour to send you a replacement account within ten (10) business days of the review. See Review of your Bill below.

Payment of accounts

Giving you more payment options

We understand that our customers have different needs, so we offer a range of payment options:

- by Direct Debit from your bank or credit union (residential customers call **1300 132 003** or small business customers call **1300 132 045** to arrange)
- by mailing a cheque to Aurora Energy, at Locked Bag 4, Hobart Tas 7001
- by BPAY (talk to your financial institution)
- in person at a Post Office or Service Tasmania
- by CentrePay (contact Aurora Energy or Centrelink to apply)

Aurora Energy provides a range of initiatives to assist customers in financial difficulty including:

- payment plans and debt reduction arrangements
- financial counselling reference services
- energy efficiency advice

You have twelve (12) business days from the issue date on the account to pay the total amount owing.

If you are having difficulty paying an account, we can help, including by offering a payment plan – residential customers call **1300 132 003** and business customers call **1300 132 045** when you get your bill.

Review of your bill

If you disagree with the amount charged, we will review your bill by following our standard complaints and dispute resolution procedures. Our Complaints Management Policy, which may be accessed at www.auroraenergy.com.au or you may request a copy by telephone or writing to us.

While the account is under review, you must pay the part of the account on which we both agree or pay the average amount of your gas account across the past 12 months (whichever is the lower). You must pay any future accounts you receive while the disputed account is under review. If we determine that the disputed account is correct, an account statement will be sent to you and you must pay the outstanding balance. If there still remains a dispute between us this will be resolved according to the obligations Aurora Energy has under the Tasmanian Gas Retail Code or otherwise at law. Any amount due from you that is not paid by the due date shown on the account will be treated as being overdue unless a payment plan is entered into.

Overdue accounts may be charged interest that reflects the 90-day Bank Accepted Bill rate (plus 6%), as set by the Reserve Bank of Australia for the relevant quarter.

If you ask us to, we must arrange for a check of the meter reading or metering data or for a test of the meter in reviewing the bill. You will be liable for the cost of the check or test and we may request payment in advance. However, if the meter or metering data proves faulty or incorrect, we must reimburse you for the amount paid, interest is not applicable for over-payments.

Any adjustment made on your gas account for an amount underpaid or overpaid, including interest if applicable, will be shown on your statement as a credit or debit with an explanation of why this adjustment occurred. For any credit made you may also request this to be received by cheque or EFT by calling us on **1300 132 003** (residential) or **1300 132 045** (small business).

Security

Aurora Energy may require a customer to provide security against the customer defaulting on payment of a gas account. More information can be found in the Aurora Energy Gas Sale Agreement.

Outstanding debt

Accounts with outstanding debt will be referred to a debt collection agency for recovery on behalf of Aurora Energy.

Your Distributor

The Distributor is responsible for the supply of gas to your home or business. To ensure a continual supply of quality gas, the Distributor may need to interrupt your supply for maintenance purposes or in the case of an emergency.

If you need to report or obtain information regarding interruptions or emergencies in relation to your gas supply, you can call the Distributor on **180 2111**, 24 hours a day. You may also use this number to ascertain details, and the expected duration, of interruptions.

Disconnection

Aurora Energy may request the Distributor to disconnect your gas supply to the supply address if you have failed to pay your account by the due date for payments and have not entered into an agreed payment arrangement with us.

Before we request the Distributor to disconnect supply to your supply address we will:

- send a reminder notice within fourteen (14) days after the initial due date if the account is unpaid
- if the account remains unpaid, send you notice of our intention to request the Distributor to disconnect supply, which notice will not be given to you until a period of fourteen (14) days has elapsed since the date of dispatch of the reminder notice. The notice will include reasons why we intend to disconnect supply to your supply address
- if your account remains unpaid for a further five (5) business days after the notice of our intention to request the Distributor to disconnect supply was issued and we have offered a payment plan to you and you have failed to enter into an agreed payment arrangement with Aurora Energy to pay your gas account, we may then request the Distributor to disconnect supply to your supply address

If, after requesting the Distributor to disconnect supply to your supply address, you either pay the account or enter into a payment agreement or some other arrangement with us, we will use reasonable endeavours to prevent disconnection occurring. We will not unreasonably refuse to offer a payment arrangement to you.

If your supply has been disconnected due to non-payment of a gas account and you request a reconnection, we will, as soon as practicable, request the Distributor to reconnect supply to your supply address only if you:

- (a) pay the gas account, interest that has accrued on the account and, if applicable, a reconnection fee; and
- (b) give us any security requested by us, in accordance with the Tasmanian Gas Retail Code, for the payment of future gas accounts; or
- (c) enter into a payment plan or make some other arrangement with us to pay the amount of the gas account, interest and, if applicable, a reconnection fee.

Fees for services

Information on our current gas rates, fees and charges can be obtained by calling **1300 132 003** (residential) and **1300 132 045** (small business). You may also request a copy of Gas rates and charges or alternatively you can view the document at auroraenergy.com.au

Please note Aurora Energy may vary these rates and additional charges at any time. Customers will be notified of such changes. This information is current as at 1 June 2022. The rates, fees and charges are shown as GST inclusive.

Service charges and fees		
	Residential	Small business
New connection	Price on application	Price on application
Reconnection – business hours	\$110	\$110
Reconnection – after hours	\$275	\$275
Final/special read – business hours	\$110	\$110
Final/special read – after hours	\$275	\$275
Disconnection – business hours	\$110	\$110
Disconnection – after hours	\$275	\$275
Meter re-location	Price on application	Price on application
Meter testing (if found accurate)	\$110	\$330
Late connection fee – not consuming gas within 90 days of connection	\$2,500	\$2,500
Supply pressure alteration	Price on application	Price on application
Overdue account fee	\$5	\$5
Other services requested by customer	Price on application	Price on application

Enquiries and complaints

We always welcome your comments and enquiries. Call us on freecall **1800 800 753** to provide feedback, enquire or to lodge a complaint in relation to the supply and sale of gas.

You can also write to us at GPO Box 191, Hobart Tasmania 7001. Alternatively you can contact us on our website auroraenergy.com.au

When we receive a complaint from you, we will deal with your complaint in accordance with our Complaints Management Policy, which may be accessed at www.auroraenergy.com.au or you may request a copy by telephone or writing to us.

If we can't provide you with a response immediately, we'll acknowledge the receipt of your comment within three (3) business days and endeavour to resolve it within ten (10) business days.

Some complaints may not be able to be resolved within ten (10) business days. In that case, we will communicate the reason for the delay, advise you of a new timeframe for resolution and keep you informed of progress. We will assess complaints and give appropriate priority in accordance with the urgency of the issues raised.

Gas safety and emergencies

- **Gas leak or smell of gas in home**

Turn off the supply at the meter, open doors and windows, remove ignition sources, then contact your gas fitter

- **Gas leak or smell of gas in street or at meter**

Contact the Distributor on **180 2111**

- **Disruption to supply**

Aurora Energy or the Distributor will contact you directly or via the media, depending on the circumstances.

How to contact us

Write to Aurora Energy, GPO Box 191, Hobart Tas 7001

Visit auroraenergy.com.au

Phone us on any of the following numbers:

Gas residential **1300 132 003**

Gas small business **1300 132 045**

Customer feedback **1800 800 753**

Fax enquiries **(03) 6237 3444**

Interstate callers **(03) 6237 3400**

National Relay Service

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users phone **13 3677**, Speak and Listen users phone **1300 555 727** and ask to be connected to Aurora Energy on the numbers listed above.

Translation Information

If you require the assistance of an interpreter, please contact TIS National on **13 1450** and ask to be connected to Aurora Energy on the numbers listed above.

Understanding your gas bill

Page 2

This provides an overview of how to read your bill using a sample Aurora Energy gas bill.

MIRN

This is the unique Metering Installation Register Number (MIRN) assigned to your home to identify it as having a natural gas connection.

Details of payments and charges

Includes all payments received and charges applied in this billing period (e.g. any applicable network charges, late payment fees, interest etc.)

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DETAILS OF PAYMENTS AND CHARGES		
PAYMENTS		AMOUNT (\$)
16 Mar 2022 Post Office		170.20 CR
Total Payments		170.20 CR
CHARGES AND CREDITS		
25 May 2022 MIRN 5999999999 123 Sample St, Sample Town TAS 7000		467.30
Charge Period 19 Feb 2022 to 18 May 2022		
Total Charges		467.30

123456789101112 1/2 1/24

CONTACT US

1300 132 003 (Home)
1300 132 045 (Business)

Monday to Friday
8am-6pm

auroraenergy.com.au

MOVING? WE CAN HELP
You can arrange connection or disconnection of your energy supply simply and easily on our website.

CONCESSIONS
To find out if you are eligible for a Government concession or rebate, visit www.concessions.tas.gov.au. You can apply for a concession on our website or call us to update your details.

PAYMENT ASSISTANCE
We have many options available if you need help to pay your bill. Visit our website for more details.

NATIONAL RELAY SERVICE
Speak and listen users call 1300 555 727
TTY users call 133 677

TRANSLATING & INTERPRETING SERVICES (TIS)
Phone 131 450

للحصول على المساعدة الرجاء الاتصال بخدمة TIS
如需帮助，请致电TIS
برای کمک یا تماس با TIS

YOUR FEEDBACK
If you have a complaint or compliment relating to your account, we are always happy to speak to you.
1800 800 753 (Customer feedback)

Online at auroraenergy.com.au

Or write to us:
Aurora Energy
GPO Box 191
Hobart TAS 7001

MORE PAYMENT OPTIONS

CREDIT CARD (VISA/MASTERCARD ONLY)
Phone Aurora Energy on 1300 132 003 (Monday to Friday, 8am-6pm)
Or pay securely online at auroraenergy.com.au
Ref: 12345678 9

PAY IN PERSON
Present this account at any Service Tasmania shop.

MAIL
Post payment with this portion to:
AURORA ENERGY
LOCKED BAG 4
HOBART TAS 7001

AUSTRALIA POST
Billpay Biller Code: 0755
Ref: 12345678 9

Pay in person at any post office, by phone 131 816 or go to postbillpay.com.au to pay by credit card or PayPal.

LATE PAYMENTS
There is a late payment fee of \$5 for accounts not paid in full by the fifth day past the due date. In addition, interest will be applied on all overdue accounts calculated from the due date.

Service and support

Details some of the ways we can help and support you. For more information please visit our website or we are always happy to hear from you by phone.

Please note: figures are for sample purposes only.

Understanding your gas bill

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This provides an overview of how to read your bill using a sample Aurora Energy gas bill.

Itemised charges and credits


Breakdown of charges, rates, supply period and applicable GST amounts.

Meter information

Your meter number and reading information for the period.

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YOUR SUPPLY DETAILS

Gas Supply: 123 Sample St. Sample Town TAS 7000

Connection Type: Gas Residential

Supply Period: 19 Feb 2022 to 18 May 2022 (89 days)

MIRN: 5999999999

Supply faults and emergencies: TasGas Networks on 180 2111 available 24/7

ITEMISED CHARGES AND CREDITS	QUANTITY	RATE(\$)	AMOUNT(\$)
Residential Gas			
Gas Daily Charge	89 Day/s	0.55	48.95
Gas Energy Charge	10,405.914 MJ	0.0402028	418.35
TOTAL			467.30
Includes GST payable of			42.49

METERING INFORMATION	UNITS	MULTIPLIER	QUANTITY
Full day - DAY	258	40.33	10,405.91 MJ
Meter ABC123456			
Reading from 17,328 to 17,586			

AVERAGE DAILY USE	SAME PERIOD LAST YEAR	AVERAGE DAILY COST
116.920 MJ	26,149 MJ	\$5.25

1234567891000023 2/2

Please note: figures are for sample purposes only.



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