



Supporting Tasmanians experiencing family and domestic violence

We are committed to supporting our customers when they need it most. When times get tough our friendly local team are on hand to help with energy advice and payment plans through our industry-leading Your Energy Support (YES)/ hardship program.

The YES team are now also assisting customers who are experiencing family and domestic violence, including elder abuse, resulting in energy affordability issues.

Customers impacted by family and domestic violence will be supported by being:

- treated in a fair and responsible manner, taking into account all circumstances;
- provided all relevant assistance in a timely manner, including offered entry into the YES program;
- given clear information about the assistance Aurora Energy can provide, such as:
 - priority move-in connections
 - dedicated account management and support via the YES team
 - bill support (fee waivers and deferrals where applicable)
 - long-term and short-term payment plans
 - protection of customer information in accordance with the Australian Privacy Principles.

If you, or anyone you know, are experiencing family and domestic violence and need energy support, please call the YES team (Mon to Fri from 9am-4.30pm) on 1300 10 2010 or email yes@auroraenergy.com.au