

Customer Service Charter

Aurora Energy's guarantee to you



Thank you for choosing Aurora Energy

We are thrilled to have you on board.

As your only 100% Tasmanian owned and operated energy retailer, we are passionate about our island state and its people. Our goal is to make energy easy for Tasmanians with our local team on hand to help you with all your energy needs.

Aurora Energy's Customer Service Charter outlines our service commitment to you.

Our commitment to you

We listen to our customers. Their needs inform our decisions.

For us, it's about making our customers the heart of everything we do. We know our customers because we are our customers. They are our families, friends, and neighbours. With them front of mind, we will always give our best.

We believe every customer is important, which means we will endeavour to provide the highest standards of customer service. As part of our commitment to you, we have a series of service standards that apply to all parts of our business.

Our service standards

We'll support you by:

- Making it easy for you to contact us online, via aurora+, or over the phone.
- Treating you with respect and listening and responding to your needs and concerns.
- Providing you with expert, local advice.
- Respecting your privacy.
- Keeping it clear and simple; no confusing jargon.

When you contact us, we will:

- Answer you in a timely manner.
- Aim to resolve your enquiry straight away.
- Arrange to contact you if your enquiry needs specialist attention.

We provide access for everyone, by:

- Ensuring our services are accessible to people with vision or hearing impairments.
- Providing free access to an interpreting service.
- Making a copy of this guide available in a large-print format upon request.

How you can help us

- Treat our employees with respect.
- Provide us with accurate and complete information.
- Work with us to solve any problems.
- Keep us updated on changes to your circumstances and contact details.
- Let us know how we're doing with honest and constructive feedback.

Our code of conduct

We are committed to high standards of honesty and integrity in delivering service to you, our customers, our stakeholders, and the wider Tasmanian community.

Under the Code, all our people here at Aurora Energy commit to:

- Working safely and in accordance with the law.
- Treating our customers, the public and fellow employees with honesty, courtesy, and respect.
- Performing our duties with professionalism, integrity, and efficiency.
- Ensuring our personal business and financial interests do not conflict with our duty to Aurora Energy.
- Ensuring the security and privacy of all confidential information received in the course of our work.
- Ensuring we do not misuse our position.
- Ensuring that Aurora Energy assets and resources are only used for proper business purposes.
- Recognising value and effectively utilising the diversity amongst our people
- demonstrate our care for the environment in the way we work.

Your Privacy

We are bound by the Privacy Act and 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. You can view our Privacy Policy on our website.

Complaints and feedback

We welcome feedback. Call us on **1800 800 753** to let us know your thoughts. If we can't respond to your feedback immediately, we'll acknowledge you and either call you or send a written reply within 10 business days.

If we can't resolve the matter, you have the right to refer any complaint to the Tasmanian Energy Ombudsman on **1800 001 170**. The Ombudsman provides a free independent complaints resolution service.

Complaints and feedback can also be provided at **auroraenergy.com.au/customer-feedback-form**

Contacting us

Our team is based in Hobart and Launceston and are ready to help you with all your energy needs.

Online

You can contact us and manage your account online at **auroraenergy.com.au**

aurora+

If you're an aurora+ customer, you can manage your payments, check your usage, and contact us via the app on mobile, tablet, or desktop.

Phone

If you'd like to talk to someone, call:

1300 132 003 (Residential)

1300 132 045 (Small Business)

National Relay Service

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users' phone **133 677**, Speak and Listen users' phone **1300 555 727** and ask to be connected to any Aurora Energy contact number.

Interpreter Service

If you require a translator, please contact the Translating and Interpreting Service on **131 450**

Post

Aurora Energy Pty Ltd
GPO Box 191
Hobart TAS, 7001



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auroraenergy.com.au