

Consumer Data Right Policy (v1.0)

VERSION HISTORY

Rev No.	Date	Revision Description	Approval
1.0	June 2025	New Consumer Data Right Policy.	Acting Chief Executive Officer, 23 May 2025

AUTHORISATIONS

Prepared by:	Project Manager	May 2025
Reviewed by:	Acting Chief Operating Officer	May 2025
	Head of Risk & Compliance	April 2025
	Company Secretary/General Counsel	May 2025
Endorsed by:	Company Secretary/General Counsel	May 2025
Approved by:	Acting Chief Executive Officer	23 May 2025
Next review due:	3 years	May 2028

CONTACT FOR ENQUIRIES (POLICY OWNER)

Alistair Burke - Chief Operating Officer

1. Introduction

The Consumer Data Right (CDR) provides consumers with the ability to access and share data across organisations. Aurora Energy participates in CDR as a data holder in the energy sector. All references to 'we', 'us' and 'our' in this CDR Policy refer to Aurora Energy. Our CDR provider number is DH777831.

If you are an eligible consumer for one of our products you can consent to share your CDR data with approved third parties, known as accredited data recipients. CDR data that can be shared includes information about consumers, the products they acquire from a data holder and their use of those products.

This CDR Policy describes how we manage your CDR data and your rights under the CDR laws. For information about how we manage your other personal information, please see our [Privacy Policy](#). You can request that we provide a copy of this CDR Policy either electronically or in hard copy by:

- Contacting us online at [Contact Us | Aurora Energy](#)
- Calling us between Monday and Friday from 8am – 6pm
 - 1300 132 003 (Residential customers)
 - 1300 132 045 (Business customers)
- Writing to us at:
 - Aurora Energy Pty Ltd
GPO Box 191
HOBART TAS 7001

2. Access to CDR data

If you are an eligible consumer under CDR laws, we are required to make certain CDR data about you and your use of our services available for sharing.

You are an eligible consumer if:

- you have a residential or business electricity account with us;
- you are over 18 years old;
- you are either a primary or secondary account holder on a residential account; and
- the electricity usage on your account is under 5 gigawatt hours (GWh) in the last 12 months, or your estimated usage is under 5GWh if your account is less than 12 months old.

The required consumer data includes:

- **Customer data:** this includes your name, address and contact information;
- **Account data:** this includes your account number, when you created your account, your connection point identifiers, payment schedule and concession information;
- **Billing data:** this includes your account balance, bills issued and transaction history;
- **Metering data:** this is metering data relating to your account. It is held by the Australian Energy Market Operator (AEMO);
- **NMI standing data:** this is National Meter Identifier standing data relating to your account. It is held by AEMO; and
- **DER data:** this is distributed energy resources register information relating to your account. It is held by AEMO.

We do not charge a fee to share this CDR data. We do not accept requests for CDR data that we are not required to share.

We will only share your CDR data with accredited data recipients when you ask us to. This means we will only share your CDR data with an accredited data recipient if:

- you have provided your consent for us to do so via the accredited data recipient;
- we have verified your identity and confirmed the account to which your consent relates;
- you have authorised us to share your CDR data with the accredited data recipient and have specified the period over which you wish your CDR data to be shared; and
- we are legally able to share it. There are some situations where the law entitles us to not disclose CDR data, such as where we consider it necessary to prevent physical, psychological or financial harm. We will inform you if we exercise our right to not to disclose CDR Data.

3. Corrections to your CDR data

We take reasonable steps to ensure that the CDR data we hold is accurate, up-to-date and complete. If you believe that CDR data we hold about you is incorrect, then you have the right to request we correct it. You can do so by contacting us using the contact details provided above.

We will acknowledge your request as soon as practicable. If you are requesting a correction to:

- CDR data which is held by us (which includes your customer data, account data billing data and tailored tariff data) we will let you know in writing within 10 business days of receiving your request of the outcome (such as whether we have corrected your CDR data; have included a qualifying statement with your CDR data; or if we consider the correction is unnecessary or inappropriate and reasons why);
- NMI standing data or metering data that is held by AEMO, we will (as soon as practicable) initiate the relevant correction procedures required of us under the National Electricity Rules; or
- DER register data that is held by AEMO, we will (as soon as practicable) provide you with details about how to contact the distributor so you can request correction of the data.

We will not charge you a fee to correct your CDR data. If you are unhappy with how we handle your request, you can raise a complaint (see 'Complaints' below for further information).

4. Complaints

Our commitment to addressing your concerns is highlighted by our accessibility in the various ways you can submit your complaint to us:

- You can submit your complaint by telephone to Aurora Energy's dedicated Customer Feedback Line on 1800 800 753 or our Customer Service Centre on 1300 13 2003. Our Customer Service Advisers are trained to handle your complaint effectively and will attempt to resolve your concerns at the first point of contact. Where required your call will be escalated to a Team Leader, or you can request this be done at any time.
- You can outline your complaint in writing to us at:
Aurora Energy Customer Relations
GPO Box 191
HOBART TAS 7001
- You can also submit your complaint on-line at www.auroraenergy.com.au

If you require the assistance of an interpreter to submit your complaint, please contact TIS National on 13 1450 and ask to be connected to Aurora Energy.

If you are deaf or have a hearing impairment, contact us through the National Relay Service. TTY users phone 13 3677 then ask for 1300 13 2003. Speak and listen users phone 1300 555 727 then ask for 1300 13 2003.

Regardless of how you lodge your complaint, if it cannot be resolved immediately, we will acknowledge your complaint within 3 working days and attempt to resolve it within 10 working days. Some complaints may be more complicated than others and may not be able to be resolved within 10 working days. In that case, we will explain the reason for the delay, advise you of a new timeframe for resolution and keep you informed of progress. We will contact you to advise our decision regarding your complaint and the reasons for that decision.

We expect our complaints management process will resolve your complaint. However, if you consider your complaint has not been adequately resolved, you have the right to:

- request a review of your complaint by senior Aurora Energy staff; or
- lodge a complaint with the Energy Ombudsman.

The Energy Ombudsman provides an independent and free dispute resolution service for customers who are unable to resolve their complaint with their energy retailer.

For the Energy Ombudsman to be able to assist, you will need to give us reasonable opportunity to respond to your complaint. The Energy Ombudsman may refer your complaint back to us if you have not attempted prior resolution of the complaint with us.

The Energy Ombudsman can be contacted on 1800 001 170. More information on the Energy Ombudsman is located at [Energy Ombudsman Tasmania](#)

5. Changes to this CDR Policy

We may change this CDR Policy from time to time. Any updated versions of this CDR Policy will be posted on our website and will be effective from the date of posting.

6. Publication

This Policy is approved for publication on Aurora Energy's website.

Approved by the Acting Chief Executive Officer on 23 May 2025.



Acting Chief Executive Officer