

# Gas Customer Charter

Aurora Energy's guarantee to you



# Privacy Collection Statement

At Aurora Energy Pty Ltd ('Aurora Energy'), we value your privacy. This Privacy Collection Statement sets out the types of personal information we usually collect, the purposes for which we collect it, and to who we may disclose it. It also sets out some key parts of our Privacy Policy which may be viewed at [auroraenergy.com.au](https://auroraenergy.com.au). All references to 'we', 'us' and 'our' in this Privacy Collection Statement refer to Aurora Energy.

## Collecting your personal information

When you interact with us, we may collect your personal information. The types of personal information we collect includes (but is not limited to) your name, residential address, email address, telephone number date of birth, payment details, and information related to the services provided to you such as metering data. In some circumstances we may also collect sensitive information about you (for example, if life support equipment is used at your supply address or if you are a concession customer).

We collect personal information directly from you (including if you are a past, present or prospective customer) in a range of ways. This may be in-person or by telephone, mail, email or online. We also collect personal information through our website (including via cookies), digital products, digital applications, and social networks. For example, when you fill out an electronic form with us, or you use aurora+.

## Collecting personal information from other sources

We sometimes collect personal information about you from a third party. For example, we may collect your personal information from your authorised representative, energy distributor, other energy retailers (if you move to us from that retailer), credit reporting bodies, our agents or third parties with whom we have business relationships, and through publicly available sources such as websites and directories.

If you provide us with personal information about another person (such as an authorised representative), we will assume that you have received their consent to do so and have notified them of this Privacy Collection Statement.

## Collection required by law

We may also collect your personal information if it is required or authorised by or under an Australian law (e.g., energy law) or court/tribunal order.

## Purpose for collecting personal information

We collect, use, and disclose your personal information for a range of purposes including (but not limited to):

- Provide products, services and information.
- Billing, payment and accounts.
- Managing complaints and inquiries.
- Ensuring compliance with regulatory and legal requirements.
- Managing, administering and improving the products and services we provide.
- Developing new products and services.
- Conduct competitions and promotions and undertake marketing activities with your express or implied consent (if you do not wish to receive this information you can opt out of this service).

What happens if you don't provide your personal information to us?

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.

## Disclosing your information to third parties

We may routinely disclose your personal information to third parties, including (but not limited to) our contractors and service providers such as Metering Dynamics, Yurika, TasMetering and TasNetworks (Metering Coordinator), Chandler Technologies and Zipform (Mail house), Premier (Telecommunications), Oracle and Hansen Technologies (Customer Management), Bidgely (Energy Disaggregation Technology), and Google Analytics/Tag Manager (Data Analytics). We may also disclose your personal information to our Board and shareholders, Government agencies (such as Centrelink), State based Energy Ombudsman and law enforcement agencies and, where relevant, your energy distributor and other energy retailers (if you move from us to that retailer).

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our Credit Reporting Policy and our Credit Reporting Statement of Notifiable Matters can be found at [auroraenergy.com.au](https://auroraenergy.com.au). These documents contain 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 these documents on request.

## Disclosing your personal information overseas

Some of the organisations listed above may be located overseas. This may include countries such as the United States of America. When we do so, we will ensure that the service provider meets a high standard of security for storage or data and take reasonable steps to ensure that the service provider handles or stores your personal information in accordance with applicable Australian law.

## Accessing and correcting your personal information

You have the right to access and correct your personal information held by us about you. You can find out how to access the personal information we hold about you and how to correct that information by:

- Reading our Privacy Policy at [auroraenergy.com.au](https://auroraenergy.com.au)
- Contacting our Privacy Officer via email at [privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au)
- Calling us on 1300 132 003.

## Complaints

Please let us know if you have any queries or concerns about privacy. You can find out how to make a privacy complaint and how we deal with privacy complaints by:

- Reading our Privacy Policy available at [auroraenergy.com.au](https://auroraenergy.com.au)
- Contacting our Privacy Officer via email at [privacy.officer@auroraenergy.com.au](mailto:privacy.officer@auroraenergy.com.au)
- Calling us on **1300 132 003**.

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

## Your responsibilities as our customer

As our gas customer your basic responsibilities 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 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' on this page for more information.

## Payment of accounts

### Giving you more payment options

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

- Direct Debit from your bank or credit union (residential customers call **1300 132 003** or small business customers call **1300 132 045** to arrange).
- Mail a cheque to:  
  
Aurora Energy  
Locked Bag 4  
Hobart TAS 7001
- BPAY (talk to your financial institution).
- In person at a Post Office or Service Tasmania.
- 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 [auroraenergy.com.au](http://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 to be faulty or incorrect, we must reimburse you for the amount paid.

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.

## Enquiries and complaints

We always welcome your comments and enquiries. Call us on free call 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:  
**Aurora Energy**  
**GPO Box 191**  
**Hobart TAS 7001**

Alternatively, you can contact us on our website at **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 **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.

If the matter can't be resolved with us, you have the right to refer any complaint to the Tasmanian Energy Ombudsman on free call 1800 001 170. The Ombudsman provides a free independent complaints resolution service.

## 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 June 2025. 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	\$143	\$143
Reconnection - after hours	\$275	\$275
Final/special read - business hours	\$143	\$143
Final/special read - after hours	\$275	\$275
Disconnection - business hours	\$143	\$143
Disconnection - after hours	\$275	\$275
Meter re-location	Price on application	Price on application
Meter testing (if found accurate)	\$143	\$330
Late connection fee - not consuming gas within 90 days of connection	\$2,750	\$2,750
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

# 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](http://auroraenergy.com.au)**

Phone us on any of the following numbers:

Gas residential	<b>1300 132 003</b>
Gas small business	<b>1300 132 045</b>
Customer feedback	<b>1800 800 753</b>
Fax enquiries	<b>(03) 6237 3444</b>
Interstate callers	<b>(03) 6237 3400</b>

### 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 131 450 and ask to be connected to Aurora Energy on the numbers listed above.

# Understanding your gas bill

## Page 1

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

### Account number

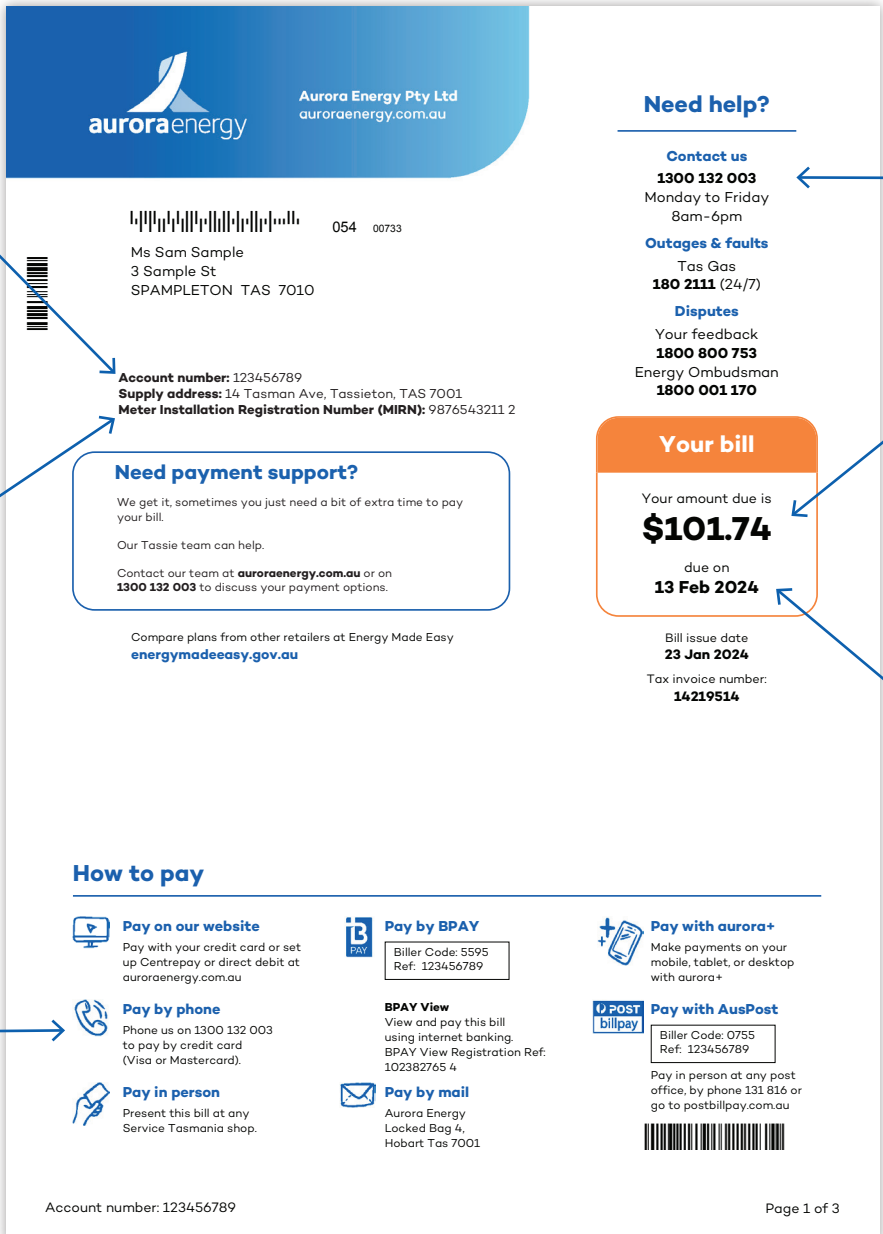
Use this number when you contact us or as your reference number when you pay online.

### Supply address and MIRN

Your supply address and Meter Installation Reference Number (MIRN). This is a unique number for your connection and is located on your gas meter.

### Payment information

Details the ways you can pay using your reference number and relevant billing codes.



**auroraenergy** Aurora Energy Pty Ltd  
auroraenergy.com.au

054 00733

Ms Sam Sample  
3 Sample St  
SPAMPLETON TAS 7010

**Account number:** 123456789  
**Supply address:** 14 Tasman Ave, Tassieton, TAS 7001  
**Meter Installation Registration Number (MIRN):** 9876543211 2

**Need payment support?**  
We get it, sometimes you just need a bit of extra time to pay your bill.  
Our Tassie team can help.  
Contact our team at [auroraenergy.com.au](http://auroraenergy.com.au) or on **1300 132 003** to discuss your payment options.  
[energymadeeasy.gov.au](http://energymadeeasy.gov.au)

**Need help?**  
**Contact us**  
**1300 132 003**  
Monday to Friday  
8am-6pm  
**Outages & faults**  
Tas Gas  
**180 2111** (24/7)  
**Disputes**  
Your feedback  
**1800 800 753**  
Energy Ombudsman  
**1800 001 170**

**Contact information**  
How to contact us, our opening hours, faults, and feedback.

**Amount due**  
Total amount due on your account as at end of statement period date (including any arrears).

**Due Date**  
The date new charges are payable by (overdue amounts are payable immediately).

**Your bill**  
Your amount due is  
**\$101.74**  
due on  
**13 Feb 2024**  
Bill issue date  
**23 Jan 2024**  
Tax invoice number:  
**14219514**

**How to pay**  
**Pay on our website**  
Pay with your credit card or set up Centrepay or direct debit at [auroraenergy.com.au](http://auroraenergy.com.au)  
**Pay by phone**  
Phone us on 1300 132 003 to pay by credit card (Visa or Mastercard).  
**Pay in person**  
Present this bill at any Service Tasmania shop.  
**Pay by BPAY**  
Biller Code: 5595  
Ref: 123456789  
**BPAY View**  
View and pay this bill using internet banking.  
BPAY View Registration Ref: 102382765 4  
**Pay by mail**  
Aurora Energy  
Locked Bag 4,  
Hobart Tas 7001  
**Pay with aurora+**  
Make payments on your mobile, tablet, or desktop with aurora+  
**Pay with AusPost**  
Biller Code: 0755  
Ref: 123456789  
Pay in person at any post office, by phone 131 816 or go to [postbillpay.com.au](http://postbillpay.com.au)

Account number: 123456789

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Please note: figures are for sample purposes only.



# Understanding your gas bill

## Page 2

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

**Your gas plan information**

A quick summary of your gas plan.

**Current billing period**

This refers to the dates you have been billed for and tells you how many days were in that period.

**Energy charges**

Amount of Megajoules (MJ) used during the billing period and the cost.

**Supply charges**

Supply charges are the daily amount you're charged to have the gas connected.

**Account balance**


Current balance on your account.

**Total due**

Total amount owing on your account.

**Previous bill information**

Overview of the total of your last bill, total payments made in the previous billing period, and any balances brought forward into the latest billing period.



**About your current plan**

Connection type: **Residential**  
Current plan: **Residential Gas**

**Understand your bill**

<b>Total charges on last bill</b>			<b>\$232.42</b>
Payment received			\$232.42
Balance brought forward			\$0.00

**New charges | 18 October 2023 - 16 January 2024 (91 days)**

	Quantity	Rate \$	Amount \$
<b>Energy charges</b>			
Residential Gas	887.33 MJ	0.051916	\$46.07
<b>Total energy charges</b>	<b>887.33 MJ</b>		<b>\$46.07</b>
<b>Supply charges</b>			
Residential Gas - Supply	91 Days	0.611710	\$55.67
<b>Total of new charges</b>			<b>\$101.74</b>
Includes 10% GST			\$9.25
<b>Account balance (balance brought forward + new charges)</b>			<b>\$101.74</b>
<b>Total Due</b>			<b>\$101.74</b>

Account number: 123456789

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Please note: figures are for sample purposes only.




# Understanding your gas bill


## Page 3

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

### Important information

Important information like payment help, concession information, and translating services.





### Important Information

**Payment assistance**

We have many options available if you need help to pay your bill. Call or visit our website for more details.

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

Monday to Friday  
8am–6pm

[auroraenergy.com.au](http://auroraenergy.com.au)

**Concession**

To find out if you are eligible for a Government concession or rebate, visit [concessions.tas.gov.au](http://concessions.tas.gov.au)

You can apply for a concession on our website or call us to update your details.

**Translating and Interpreting Services (TIS)**

Call **131 450**

Servizio Interpreti  
Dịch Vụ Thông Ngôn  
口譯服務  
خدمة مترجم  
Услуги переводчика

**National Relay Service**

Speak and listen users call **1300 555 727**

TTY users call **133 677**

Aurora Energy Pty Ltd  
ABN 85 082 464 622

Account number: 123456789

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Gas Customer Charter  
June 2025

[auroraenergy.com.au](https://www.auroraenergy.com.au)