

Aurora Consumer Advisory Group Meeting
20th April 1.45pm

In Attendance: Ricky McCulloch – Aurora
Nicole Haack – CPR Communications
Anna Kennet – SACOSS
Mark Henley – Uniting Care Wesley
Jane Fisher – COTA

Aurora

Overview given of Aurora's background, its experiences to date in the South Australian market from the trial that commenced in late 2005, as well as the launch plan and targets moving forward.

Discussion of what's been learnt from the South Australia trial and confirmation that all issues identified in the trial have been addressed.

Information provided about changes to product offer and product rates for time of use.

P.O.S re-charge options to be provided by 109 Bill Express outlets when all are online. If all not on-line by launch date of May 9, there will be 12 available across Adelaide, followed by a progressive roll-out.

CPR Communications

Provided brief rundown on launch plan and media management.

Uniting Care Wesley

Question asked as to whether Aurora is going to do 3-phase. Ricky advised that not until a cost effective solution is available.

Aurora's current position

Metering issues with ETSA have been resolved and communication between ETSA and Aurora is now flowing freely. ETSA have put in place all required logistics for the proposed rollout.

Housing SA remains an outstanding issue but Aurora is working with them to try to establish a policy that can be put to the executive.

Aurora is also working with Community Youth and Family Services and will provide a report to them each month to advise of customers who are entitled to a discount.

Uniting Care Wesley

Asked whether Aurora could provide a green product?

Ricky advised that while they do so in the business market nationally, there is still work to be done on that residentially in South Australia. Residentially in Tasmania (Aurora's state base) all energy sourced is green for PAYG customers.

Aurora

Asked whether there are any issues that have been raised by their clients? – Response from all was - nil since last meeting.

It was agreed by all parties that channels of communication should be kept open to ensure that any issues that arise are addressed in a timely manner.

A next meeting is to be scheduled by Aurora at a date to be agreed around 3 months post Aurora product launch.

Meeting concluded 2.50pm