

**AURORA PAY AS YOU GO CUSTOMER CHARTER  
FOR SOUTH AUSTRALIAN RESIDENTIAL CUSTOMERS**

# **AURORA PAY AS YOU GO CUSTOMER CHARTER**



**PAY AS YOU GO**

**PULL THE PLUG ON POWER BILLS**

# PULL THE PLUG ON POWER BILLS!

## Why we have a Customer Charter

Aurora Energy is committed to providing you with a high standard of service. The service is described in this Charter, along with the penalties that Aurora incurs should we not meet the standards.

This Charter should be read in conjunction with our “Terms & Conditions” for Aurora PAY AS YOU GO which can be found at [www.apayg.com.au](http://www.apayg.com.au). You may also wish to refer to the Energy Retail Code and the Prepayment Meter System Code relevant to South Australia. They are available free by calling **1300 10 20 10**.

As an energy retailer we sell energy to you under our Aurora PAY AS YOU GO terms and conditions. The energy is delivered to your supply address by your distributor. This means you have a separate distribution contract with your electricity distributor. Your distributor is responsible for:

- the energy distribution network
- the connection of your supply address to the energy distribution network and the maintenance of that connection
- the delivery of energy to your supply address
- the maintenance of street lighting.

## Concessions

Please call us on **1300 10 20 10** if you think you may be entitled to a concession, or if you require information about any rebates or grants that may be available to you. Alternatively you may wish to contact your local Department for Families and Communities (DFC) on the Concessions Hotline: **1800 307 758** or visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)

## What we must do for you

### Contracts and cooling-off periods

As our customer you will be subject to a contractual arrangement for the supply of your electricity. Depending on your circumstances, one of the following contracts will apply to you:

- **Market Contract**, which applies to you if you have agreed to take energy from us under the “Terms & Conditions” for Aurora PAY AS YOU GO.
- **Default Contract**, which applies to you if you have moved into a supply address that was supplied with electricity by Aurora Energy and you have begun consuming energy at that address, without first entering into a Market Contract with us, or another retailer.

If you have entered into a Market Contract, with Aurora Energy, your contract may be subject to a ten business day cooling-off period.

For more information about the cooling-off period or about the type of contract which applies to you, please contact a Customer Service Representative on our general enquiries number **1300 10 20 10**.

### How we will serve you

- We will use “Plain English” in our documents and in our contact with you.
- We will ensure that all our public areas are accessible to people with disabilities.
- We will provide for the needs of the visually and hearing impaired to access our services. (For example, by using a freecall number you can connect to our teletype facility. Call **1800 65 1246**.)
- If you require the assistance of an interpreter, please contact TIS National on **13 1450** and ask to be connected to Aurora Energy on the numbers listed at the end of this document.

# PULL THE PLUG ON POWER BILLS!

- We will be courteous, friendly and efficient in all our dealings with you.
- We will respect your privacy, and treat your information with care.
- We will respond to 95% of written enquiries within five business days.

## When you phone us

- We provide a range of “1300” telephone numbers so that you never have to pay more than a local call.
- A summary of our numbers appears at the end of this document. Our standards for phone calls are:
  - We will always answer with our operator’s name.
  - We will transfer you only once – after that we’ll call you back with the correct contact, at a time arranged with you.
  - If we can’t answer your enquiry on the spot, we will return your call within an agreed time.
  - We will respond to 85% of calls within 30 seconds (between 8am – 6pm on business days).

## Payment options

We understand that our customers have different needs, so we offer a number of recharge locations. See our Recharge Agent Locations brochure for more information.

Aurora PAY AS YOU GO Recharge Agents prefer cash transactions and are not obligated to accept credit cards or cheques.

## Undercharging and overcharging

Should you detect that we have overcharged you due to our error, we will confirm it, correct it and credit your Aurora PAY AS YOU GO meter with the amount overcharged.

If we find that we have undercharged you, we have the right to recover the amount undercharged for a period of up to twelve months from the date of your last energy purchase prior to discovery of the undercharge. However, if we decide to do so, we will offer you an installment plan for a period equivalent to the period of the undercharge or twelve months, whichever is the lesser.

**Our guarantee: if we don’t fix the problem with your electricity charges and send you a written explanation within ten business days, we will credit your Aurora PAY AS YOU GO meter with \$30.**

## Practical advice and useful information

We will provide a range of advice and information on electricity use to meet your individual needs. Also if you want general information about Aurora, contact our Customer Service Representatives on our general enquiries number **1300 10 20 10**.

## Removal of an Aurora PAY AS YOU GO meter

If you require us to remove the Aurora PAY AS YOU GO meter and have a standard meter reinstalled and activated at your supply address we will make arrangements with your distributor for the change as soon as practicable.

If at your request the Aurora PAY AS YOU GO meter is removed within three months of its installation, or within 28 days of notification of new Aurora PAY AS YOU GO rates and charges, an early termination fee will not apply.

## In an emergency

- We will provide a 24 hour emergency service for Aurora PAY AS YOU GO on **1300 27 2946**.

Call your distributor if you wish to report a power failure or any electrical emergency on **13 1366**.

# PULL THE PLUG ON POWER BILLS!

## **Sending account information**

Because you “pay as you go”, you do not receive a traditional quarterly account. However we do keep track of the amount that you spend at Aurora PAY AS YOU GO Recharge Agents. If you would like a copy of this record, we can post one out to you. Just call us on **1300 10 20 10**.

## **How you can help us**

To help us provide you with a high quality service and maintain the standards set out in this Charter, here are some ways you can help.

## **For a quick connection**

If you wish to be connected with Aurora Energy you must:

- make an application to us, in person, by telephone on **1300 10 20 10**, or in writing to the address shown on the last page of this Customer Charter. Alternatively you may wish to use the Aurora PAY AS YOU GO website [www.apayg.com.au](http://www.apayg.com.au)
- provide acceptable identification and contact details
- obtain consent from the property owner if you are not the property owner
- ensure that safe and ready access is available to the meter at your supply address.

Once you have provided us with the necessary information we will make contact with your distributor and arrange for the connection of your supply address.

If you already have a connection and agree to an Aurora PAY AS YOU GO Market Contract (see *Contracts and cooling-off periods* above) with us for your current residence **we will make arrangements with your distributor for the Aurora PAY AS YOU GO metering to be installed as soon as possible after you make an application.**

## **If you are moving to another premises**

If you are moving to premises at a new supply address, please call us on **1300 10 20 10** and give us three business days notice of when you will vacate. We may require you to provide a forwarding address and settle any outstanding fees or charges for your supply address. An early contract termination fee may apply if you are not entering a new Aurora PAY AS YOU GO contract with us at your new supply address.

## **Electrical safety**

### **Call your electricity distributor immediately on 13 1366 if:**

- any taps emit a mild electric shock
- appliances or power tools give electric shocks
- lights vary in brightness.

### **Call your electrician without delay if:**

- power points or light fittings are damaged
- there is excessive noise or sparking from power points
- fuses constantly blow or circuit breakers trip
- electrical appliances are working slowly
- earth wires are disturbed.

# PULL THE PLUG ON POWER BILLS!

## Exceptional circumstances

### We'll make every effort...

Occasionally exceptional circumstances prevent us from meeting your service request. These include:

- when we cannot obtain access to your house or premises
- storms
- emergencies
- major disruption to supplies
- action by third parties (such as vandalism)
- risks to safety.

Although we cannot offer guarantees in these cases, we will make every effort to give you the best possible service.

## If you are not satisfied...

### Making a claim against the Charter

We take our Customer Service Standards seriously. For this reason, we will continually monitor all aspects of our services to you.

If you feel that we have not complied with our guaranteed service standards, and you wish to claim a credit to your account, please contact us within one month of the incident. We will investigate and send you a written reply within ten business days.

**Our guarantee: if we don't respond within ten business days, we will credit your meter with \$30 in addition to any other payments which may be due to you.**

Any payments made in relation to our Customer Service Standards are made without any admission of legal liability. Any fees normally payable by you (for example, connection fees) will still be payable.

## Feedback and complaints

If you think that our service has failed to meet any of our standards, we need to know.

We will listen carefully and courteously, and respond promptly.

We are committed to act on your comments. Call us on freecall **1800 80 0753** to provide feedback or lodge a complaint. If we cannot provide you with a response immediately, we will call you back or write to you within ten business days of your call. If we make an error, we'll admit our mistake and apologise.

You can also write to us at GPO Box 1819, Adelaide, SA 5001. Alternatively you can contact Aurora at our internet site: [www.apayg.com.au](http://www.apayg.com.au) or [www.auroraenergy.com.au](http://www.auroraenergy.com.au)

We will acknowledge the receipt of your enquiry or send you a written reply within ten business days. Complaints will be handled according to their complexity, by Aurora staff who have an appropriate level of experience and authority.

If you are not satisfied with our response, you may refer the matter to the Energy Industry Ombudsman.

### ENERGY INDUSTRY OMBUDSMAN (SA)

**Address:** GPO Box 2947 Adelaide SA 5001  
**FREECALL:** **1800 66 5565**  
**Freefax:** **1800 66 5165**  
**Administration:** (08) 8216 1888  
**Internet:** [www.eiosa.com.au](http://www.eiosa.com.au)

The Ombudsman provides a free, independent complaints resolution service.

### CONTACT NUMBERS

**General Enquiries:** **1300 10 20 10**  
**Complaints:** **1800 80 0753**  
**Emergency:** **1300 27 2946**  
**Power Failure:** **13 1366**  
**Visual/hearing Impaired:** **1800 65 1246**  
**Interpreter Services:** **13 1450**

## How to contact Aurora

Address: 21 Kirksway Place,  
Battery Point, TAS 7004

Postal address: Aurora Energy GPO Box 1819,  
Adelaide, SA 5001

Email: [info@apayg.com.au](mailto:info@apayg.com.au)

Website: [www.apayg.com.au](http://www.apayg.com.au) or  
[www.auroraenergy.com.au](http://www.auroraenergy.com.au)

Fax: **(03) 6237 3444**

Hearing impaired: **1800 65 1246** (Freecall)

Phone: **1300 10 20 10**

If you would like a large  
print version of this  
document, call us on  
**1300 10 20 10.**