



TASMANIAN ELECTRICITY CUSTOMER CHARTER

A little bit of energy
can go a long way

Aurora's Customer Charter
is our guarantee to you



Why we have a Customer Charter

At Aurora Energy we take a long-term view.

Our aim is to build lasting relationships with our customers by providing products and services that meet their needs and a level of customer service that exceeds expectations.

This customer charter is our guarantee to you.

The following customer service standards detail that commitment and outline our penalties should we fail to deliver. This Charter should be read in conjunction with our 'Standard Tariff Agreement between Aurora Energy and you', which details the contractual relationship between us. Aurora PAY AS YOU GO customers should also read this Charter in conjunction with our 'Aurora PAY AS YOU GO Terms and Conditions'. They are available free by calling **1300 13 2003**.

Our values

Aurora Energy's values were developed for our people by our people to support the company's purpose of seeing the Tasmanian community prosper from our efforts. The following values form the basis of our relationship with our customers and underpin how Aurora people work together to achieve our goals.

Customers—we care for our customers

Teamwork—we work together, with initiative and enthusiasm

Safety and Health—we work safely, and care for each other's well-being

Openness and Honesty—we treat everybody with fairness, equity, integrity and respect

Community—we care for the community by recognising our social and environmental responsibilities

Quality—we meet our challenges, through innovation and quality

Leadership—we are all accountable for our actions and lead by example.

How we will serve you

Aurora Energy endeavours to provide Tasmanian homes and businesses with a clean, renewable energy source, backed by technical and customer service excellence. The Tasmanian Electricity Code requires us to supply our customers with electricity of a specified quality. For more information about the Code please visit www.energyregulator.tas.gov.au

Every single customer service standard is aimed at achieving that result for you. Some of our service standards are even backed up by a guarantee, which means that if we don't meet the standard you can claim a credit on your account.

- 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 would like a large print version of this document, call us on **1300 13 2003**.

This is the Aurora commitment:

- We will be courteous, friendly and efficient in all our dealings with you.
- We are committed to keeping your personal information confidential.
- We only disclose your personal information to another person if you have given valid consent, or if the disclosure is required by law for a legal investigation or for legal proceedings.
- Our comprehensive Privacy Policy can be viewed at www.auroraenergy.com.au

In an emergency:

We will provide a 24-hour emergency service on **13 2004**. Call us if you wish to report a power failure or any electrical emergency.

Getting connected

Simple connections (Reconnections)

If you need disconnected premises reconnected, and advise us prior to 4pm on any day, we will connect you no later than the next business day, provided that:

- clear access to the meter box has been arranged;
- everything is electrically safe according to relevant standards and regulations, and the reconnection does not involve changes to the supply to your premises.

If reconnection of supply to your premise involves changes to our distribution network we will make connection within ten business days.

New connections

We will connect your newly constructed premises by an agreed date, provided that: we have access; we are notified (generally by your licensed electrical contractor or builder) that all is safe and ready; and our distribution network does not need to be changed. Where there is no agreed date, we will make the connection within ten business days from notification (does not apply to Aurora PAY AS YOU GO).

Aurora is committed to quick and easy connections. Call us on **1300 13 2003**.

Alterations to the distribution network

If supply to your new premises involves the construction of new lines or substations, we will negotiate and agree on a date for connection. Please call us on **1300 13 7008**.

Alterations to metering equipment

If your premises require alterations to the existing metering we will complete your request within ten business days, provided that:

- clear access to the meter box has been arranged;
- we are notified (generally by your licensed electrical contractor) that all is safe and ready according to relevant standards and regulations;
- our distribution network does not need to be changed as a result of the proposed metering equipment alteration.

Our guarantee: If we don't meet our connection standards, we will credit your account with \$30 for each business day we are late, up to a maximum of \$150.

Keeping you connected

Aurora's Supply Reliability Promise

Aurora is committed to keeping you connected, however, interruptions to supply are often unavoidable and we cannot promise 100% reliability all of the time. Interruptions that leave you without supply can often occur because of weather conditions such as storms or lightning, or trees striking lines, or even vehicle accidents. What we can promise, however, is that Aurora will make every effort to keep inconvenience to your supply at a minimum.

For information on power supply interruptions, we will provide a 24 hour service through our emergency service centre on **13 2004**. This information is regularly updated as information from field crews is received.

Our guarantee:

• Timely restoration

We promise timely restoration of the power supply following an interruption. This means you will receive a payment if you experience a continuous interruption greater than the duration listed in the following table.

Timely restoration payment		
Your installation category	Outage duration (hours)	
Urban – generally customers located in the city areas of Hobart, Launceston, Burnie, Devonport and some other regional areas	8 or more	16 or more
Semi-rural – generally customers located in rural townships	8 or more	16 or more
Rural – generally customers located outside the built up areas of cities and rural townships	12 or more	24 or more
Timely restoration payment	\$80	\$160

• Reliable supply

We promise a reliable supply for all of our customers. This means you will receive a payment if you experience – in any 12-month period – the number of interruptions (of greater than one minute) listed in the table below.

Reliable supply payment	
Your installation category	Number of outages (in any 12 month period)
Urban – generally customers located in the city areas of Hobart, Launceston, Burnie, Devonport and some other regional areas	10
Semi-rural – generally customers located in rural townships	13
Rural – generally customers located outside the built up areas of cities and rural townships	16
Reliable supply payment	\$80

Aurora keeps track of all interruptions to your supply, so there is no need for you to do so. The independent Tasmanian Energy Regulator then audits Aurora's tracking of interruptions and payments.

Our aim is to have all payments made within 12 weeks of the interruption that qualified your connection for the payment.

To find out your installation category, you can call us on **1300 13 7008**. For full details on the terms and conditions, call us to receive Aurora's Supply Reliability Promise brochure or visit www.auroraenergy.com.au

What should I do if there is a power interruption?

If you lose supply but notice that your neighbours still have power, check your fuses or circuit breakers. If everything seems to be in order, call Aurora's 24 hour emergencies and faults line on **13 2004**, which will also provide up-to-date information on power interruptions. We will do everything possible to safely restore your supply quickly. Even when we are experiencing widespread interruptions, our aim is to get your power back on as quickly as possible after notification. In major emergencies or widespread interruptions, we will broadcast public information about your power supply. Tune into ABC Local Radio to listen to these broadcasts.

Planned interruptions

We will always endeavour to undertake any required maintenance without interruption to your supply. Sometimes however, interruption to your supply is unavoidable.

- If we plan an interruption to your power supply and have not made a specific arrangement with you, we will give you at least four business days written notice or at least five business days notice if we have to use radio announcements, press advertisements or similar means.

Our guarantee: If we don't meet this standard, we'll credit your account with \$30.

- If you let us know that a person at your address is dependent on a life-support machine, we will give you at least four business days personal notice of a planned interruption to your power supply unless we agree otherwise with you. Call us on **1300 13 2003** for more information on this service.

Momentary interruptions

Aurora's electricity distribution system has a number of remote safety devices (reclosers) strategically placed throughout rural areas of Tasmania to minimise interruptions. Sometimes faults can be caused by strong winds, bark, animals, lightning, or irrigation spray. These can cause reclosers to turn the power off for up to 20 seconds before turning it back on again. These short interruptions of less than one minute's duration are called momentary interruptions.

We understand these momentary interruptions can be frustrating when you need to reset clocks and other timers in your home or business. They do, however, mean that you are not exposed to a much longer interruption.

For more information regarding momentary power interruptions please contact us for a copy of our Recloser brochure or visit www.auroraenergy.com.au

Loss or damage

If you suffer loss or damage to your property as a result of an event you may be eligible for compensation. Claims can be made by contacting Aurora on **1300 13 2003**.

Other ways we will serve you

Punctual appointments

If we make an appointment with you we aim to be on location at the appointed time. If we are delayed, we will contact you in advance to arrange an alternative time.

Our guarantee: If we are more than 15 minutes late for an appointment that has been agreed with you, we will credit \$30 to your electricity account.

Prompt repairs

- We will replace defective street lamps adjacent to your home or business within seven business days of notification of a fault. If the fault requires more than a lamp replacement we may need longer.
- For other repairs, we will inform you how long repairs will take. To notify us of problems requiring repairs, call us on **13 2004**.

Our guarantee: If you are the first person to report a street lighting outage adjacent to your home or business and we don't meet our standard, we will credit your account with \$30 for each business day that we are late, up to a maximum of \$150.

Vegetation

Aurora are responsible for maintaining minimum clearance for vegetation near our powerlines, which may include trees overhanging our lines in the street, or the trees that are within the clearance space on your property.

Our guarantee: When carrying out vegetation clearing works, we will leave your property in the condition we found it, or we will credit \$30 to your electricity account.

Electrical safety

Call Aurora immediately on **13 2004** if:

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

Call your licensed electrical contractor 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.

Accessing your property

There may be times when we need to enter your property. Should this be necessary, we will respect the use of your property and be there for the minimum time necessary.

In such situations, we need your assistance to have safe, convenient and unhindered access to your premises and electrical installation.

Our staff and representatives carry official identification and will show it to you on request.

You can advise us of any special arrangements or requirements you may have concerning access to your premises or property by calling us on **1300 13 2003**.

When you phone us

We provide a range of “13” telephone numbers so that you never have to pay more than a local call (calls from mobiles will incur a higher fee).

A summary of our numbers appears on the back cover of this Charter, and in your telephone directory. Our customer service standards for phone calls are:

- We will always answer with our operator’s name.
- We will transfer you only once. After that a customer service officer, who knows how to answer your specific query, will ring you back 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.

Practical advice and useful information

- We will provide a range of advice and information on electricity use to meet your individual needs. You will find this at www.auroraenergy.com.au or www.warm.com.au or call us on **1300 13 2003**.
- If you want general information about Aurora, visit www.auroraenergy.com.au or contact our operators on our general enquiries number, **1300 13 2007**.
- You are responsible for maintaining your private poles and private powerlines and to control vegetation in the vicinity of private overhead powerlines and around the base of private poles. You are also responsible for all poles or other supports carrying electricity lines beyond the metering position. Your licensed electrical contractor should check these.
- Dial Before You Dig is a referral service that provides information about underground services. It refers enquiries from those who propose excavation, to underground services owners who are members of the Dial Before You Dig service. The Dial Before You Dig service can be accessed from anywhere in Australia on **1100** or through their website www.dialbeforeyoudig.com.au

Advice from Aurora Preferred Suppliers

Aurora has a number of Preferred Suppliers who can help you with your home heating needs. If you choose to go to an Aurora Preferred Supplier, you are assured of the Aurora standard of service. All have been accredited under Aurora’s Preferred Supplier standards, and their advice is backed by guarantees on the quality of their installation work, commonly known as AOK.

If a problem arises they will fix it. In the unlikely event of any difficulty, call us on **1300 13 2003** and we’ll investigate. For more information on Aurora Preferred Suppliers, call **1300 13 2003**.

Your account

All Aurora customers, (except those with Aurora PAY AS YOU GO meters) receive accounts from Aurora. Your Aurora account will give you the information you need to understand how much electricity you are using. We must send you an account at least once every three months.

For most customers, the account is made up of:

- a charge for the electricity you have used
- a service charge, which covers the costs of serving you and maintaining your connection
- a meter charge.

We aim to get your account right every time. Should you detect that we have overcharged you due to our error, we will confirm it, correct it and then mail you a replacement account within ten business days of the confirmation (does not apply to Aurora PAY AS YOU GO).

Our guarantee: If we don’t fix the problem with your account and provide a written explanation within ten business days, we will credit your account with \$30.

We are committed to clear and accurate accounts. If you have a question about your accounts or your meters, call **1300 13 2003**.

Aurora PAY AS YOU GO

How would you like never to receive another power bill? And how would you like to have complete control over budgeting for power? With Aurora PAY AS YOU GO you only purchase the power you need when you need it, and you know exactly how much power you’re using at any given time.

There are three simple steps to getting Aurora PAY AS YOU GO. All you have to do is ring Aurora on **1300 13 2003** and then:

- An Aurora PAY AS YOU GO meter is installed at your residence.
- You are given a Smart Card that you “charge up” with credits at any Recharge Agent. Slip the Smart Card into your meter and the credits are transferred.
- Your Aurora PAY AS YOU GO meter shows the credits you have. It helps you take advantage of cheaper electricity rates at different times of the day and tells you when to purchase more credits.

Aurora PAY AS YOU GO is backed by a guarantee that if you’re not completely satisfied within three months, Aurora will remove your Aurora PAY AS YOU GO meter at no charge. To find out more call **1300 13 2003** or visit www.auroraenergy.com.au

Giving you more payment options

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

- Direct Debit from your bank or credit union (call **1300 13 2003** to arrange. Direct Debit customers receive a discount. Conditions apply.)
- mailing a cheque to Aurora Energy, at Locked Bag 4, Hobart, 7001
- BPAY (talk to your financial institution)
- Aurora PAY AS YOU GO (call **1300 13 2003** to find out more)
- in person at a Post Office or Service Tasmania
- Centrepay (contact Aurora or Centrelink to apply)
- Internet – go to www.auroraenergy.com.au

If you are having difficulty paying an account, we can help—call **1300 13 2003** when you get your bill.

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 wish to claim a credit to your account, please call us on freecall **1800 80 0753** 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 account with \$30 in addition to any other payments which may be due to you.

Feedback and complaints

We are committed to act on your comments. Call us on freecall **1800 80 0753** to provide feedback or lodge a complaint.

Complaints will be handled according to their complexity, by Aurora staff who have an appropriate level of experience and authority. We will listen carefully and courteously, if we have made an error, we'll admit our mistake and apologise.

If we cannot provide you with a response immediately we will acknowledge the receipt of your enquiry and either return your call or send you a written reply within ten business days.

You can also write to us at GPO Box 191, Hobart Tas 7001.

Alternatively you can contact Aurora at our Internet site www.auroraenergy.com.au

Should you be unhappy with the way in which your complaint has been handled you have the right to have your complaint escalated to a higher authority within Aurora. If you are not satisfied with our response, you may refer the matter to the Energy Ombudsman on **1300 76 6725**. The Ombudsman provides a free, independent complaints resolution service.

We'll make every effort...

Occasionally exceptional circumstances prevent us from meeting your service request. These include: when we cannot obtain access to your home or premises; storms; emergencies; major disruption to supplies; action by third parties (such as vandalism); or risks to safety. Although we cannot offer guarantees in these cases, we will make every effort to give you the best possible service. 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.

How to contact Aurora

Write to Aurora Energy, GPO Box 191, Hobart Tas 7001

Visit www.auroraenergy.com.au

Phone us on any of the following numbers:

Statewide numbers for:	
Emergencies & service difficulties	13 2004
Account/Connection/General	1300 13 2003
Switchboard	1300 13 2007
Home electricity advice	1300 13 2003
Business advice	1300 13 2045
Customer feedback	1800 80 0753 Freecall
New electricity supply connections (requiring alterations to our distribution network)	1300 13 7008
Fax enquiries	(03) 6237 3444
Interstate callers	(03) 6237 3400
Hearing impaired users only (teletype facilities)	1800 65 1246 Freecall

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 above.



www.auroraenergy.com.au