



# We're here to help

## Information for Community Service Providers

As Tasmanians ourselves, we know it's a difficult time for a lot of people in our community. Here's some information on how we can help.

### Financial support

We know these are financially uncertain times for many people in our community, that's why we've made \$5M available to help customers impacted by COVID-19 pay their energy bills.

Support can include bill relief, waiving fees or charges, freezing debt and subsidised payment plans, in addition to a range of other support measures offered through Aurora's Your Energy Support (YES) program.

To access support Aurora customers can call our specialist COVID19 customer support line on 1300 132 006 or visit [auroraenergy.com.au/covid-19](https://auroraenergy.com.au/covid-19) for more information.

#### Payment options

We have a range of payment options available to customers who need extra time to pay their energy account. Options include:

##### One-off payment extension

This option is for customers that simply need a few extra weeks to pay their account.

##### Short-term payment plan

This option is for customers that would like to pay off their account in regular weekly or fortnightly instalments, before their next bill is due.

#### Longer-term payment plan

This option is for customers that need longer term support and would like to pay off their account in regular weekly or fortnightly instalments, over a period of 12 to 18 months.

One-off payment extensions and short term payment plans can be requested online at:

[auroraenergy.com.au/residential/payments/request-extension](https://auroraenergy.com.au/residential/payments/request-extension)

Customers needing longer term support are encouraged to contact our Your Energy Support (YES) team discuss their options.

### aurora+

With many people spending more time at home and cooler weather ahead, we have opened up our digital energy management tool, aurora+, to customers on Residential Flat Rate (Tariff 31/41), as well as our Time of Use Rate (Tariff 93).

aurora+ offers customers visibility of their daily energy use in dollar terms and the ability to top up their energy account at any time via a mobile device or desktop computer. These features, combined with helpful notifications and monthly billing, can assist users with budgeting

and ensure there are no surprises when the bill arrives. Learn more at: [auroraenergy.com.au/aurora-plus/join-aurora-plus](https://auroraenergy.com.au/aurora-plus/join-aurora-plus)

\*Note: aurora+ users are charged a monthly Product Service Fee of 11 cents per day (incl. GST), which covers use of the products features, including SMS notifications. The fee is waived for customers participating in Aurora's Your Energy Support (hardship) program.

### Customer contact numbers

**COVID-19 customer support:**  
1300 132 006

**Your Energy Support (YES) team:** 1300 10 2010

**Residential customers (general enquires):** 1300 13 2003

**Business customers (general enquires):** 1300 13 2045

**Translating and Interpreting Service (TIS National):** 13 1450

For further information community service providers can email:  
[stakeholder@auroraenergy.com.au](mailto:stakeholder@auroraenergy.com.au)

## Energy tips and tools



### Energy calculator

Energy efficiency begins at home, but it can be hard to know how much power is being used in which parts of the home. Aurora's energy calculator can help our customer's understand what areas of the home are the biggest electricity users and where money could be saved. Learn more at: [auroraenergy.com.au/energy-calculator](https://auroraenergy.com.au/energy-calculator)



### Online bill estimator

We've created a bill estimator to help customers with a basic meter keep an eye on their energy costs and stay on track. Learn more at: [auroraenergy.com.au/estimate-my-bill](https://auroraenergy.com.au/estimate-my-bill)



### Energy Saving tips

We also have a range of simple tips to help our customers save energy this winter. Learn more at: [auroraenergy.com.au/residential/energy-advice](https://auroraenergy.com.au/residential/energy-advice)



### Right Plan Calculator

Our new tool will be available from the end of June on the Aurora website. It has been designed to help customers select the best energy product to match their lifestyle and help them save on their energy bills.

## Estimated meter reads

As a result of COVID19, TasNetworks temporarily suspended meter reads. This means that all customer bills issued through this period (26 March – 25 May 2020) were estimated. Any discrepancies between the estimate and actual usage will be fixed on next account with a true read.

For customers that would prefer not to wait until their next bill is issued, Aurora has a self-read process in place, which provides the option for customers to submit meter readings, so that a re-bill can be arranged. It is

important to note that self-reads need to be provided on, or before, the due date of the current bill.

Instructions on how to conduct a self-read can be found at: [auroraenergy.com.au/how-read-your-meter-and-track-your-electricity-use](https://auroraenergy.com.au/how-read-your-meter-and-track-your-electricity-use)

Some customers may need some extra help with reading their meter and we encourage these customers to contact our Customer Service Centre directly on 1300 13 2003 (available Monday to Friday from 8am–6pm).

## Volunteering

Aurora has an established Volunteer Program and encourages all staff members to volunteer within their communities. If you would like to discuss volunteer opportunities with Aurora, get in touch via:

[community@auroraenergy.com.au](mailto:community@auroraenergy.com.au)

\*Note: All volunteering opportunities would need to abide by current COVID-19 restrictions and have social distancing measures in place.



@auroraenergytas



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