



No one matches our energy.
We guarantee it.

Why we have a Charter

The Aurora Electricity Distribution Customer Charter provides a clear explanation of our relationship with you and your rights and obligations with respect to the connection of your premises to our electricity network.

You should read the Aurora Electricity Distribution Customer Charter in conjunction with the Electricity Contract and Customer Charter provided to you by your chosen electricity retailer.

At Aurora Energy, we are committed to ensuring that you, as a distribution customer, are provided with the best possible access to information and services relating to the supply of electricity to your premises.

The Aurora Electricity Distribution Customer Charter provides an outline of our service standards and outlines penalties we may be subject to should we fail to meet those standards.

How we will serve you

Aurora Energy is here to provide Tasmanian homes and businesses with a reliable supply of electricity, backed by technical and customer service excellence.

Every single customer service standard is aimed at ensuring that we maintain high standards in delivering electricity to your premises. Some of our service standards are even backed up by a guarantee, which

means that if we don't meet the standard you may receive a credit on the electricity account issued by your preferred electricity retailer.

- 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**.)

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

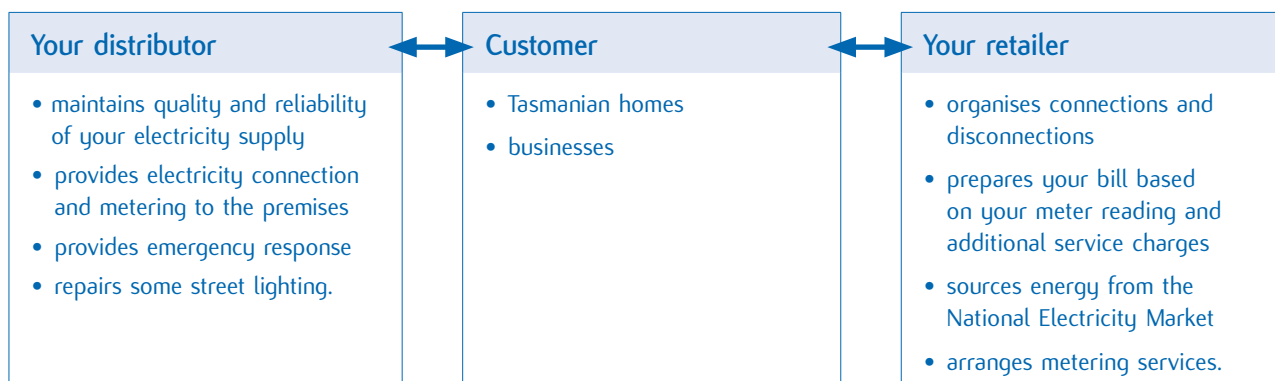
The Aurora Customer Commitment

- 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.auroenergy.com.au

Our role

Aurora Energy is Tasmania's electricity distributor. We are responsible for delivering electricity to Tasmanian homes and businesses. It is something we aim to do safely, quietly and effectively every hour of the day.

As an electricity consumer, you have a choice of retailers for your electricity supply*, however it is important to understand the difference between an electricity distributor and an electricity retailer.



*Subject to the Electricity Supply Industry (Contestable Customers) Regulations 2005 (Tas).

Your connection

Connection

Where your premises has not been previously connected to Aurora's electricity network we will connect your premises by an agreed date, provided that:

- we have clear access;
- 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 to facilitate your connection; and
- we have been notified to connect by your preferred electricity retailer.

Reconnection

If you need a disconnected premises reconnected, 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;
- the reconnection does not involve changes to the supply to your premises; and
- we have been notified to reconnect by your preferred electricity retailer.

Disconnection

If you need a connected premises disconnected we will disconnect your premises within two business days of your request, provided that:

- there is clear access to the meter box;
- it is safe to do so; and
- we have been notified to disconnect by your preferred electricity retailer.

Alterations to metering equipment

If your premises requires 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; and
- we have been notified by your preferred electricity retailer.

Alterations to the network

If your connection involves changes to the electricity network, we will negotiate a date for completion of these works. Please plan ahead and contact us as early as possible on **1300 13 7008** regarding the provision of supply to your premises.

Our guarantee: If we don't meet the connection standards agreed between you and your preferred electricity retailer, we will arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer for each business day late, up to a maximum of \$150.

Your supply

Planned interruptions

We will endeavour to undertake required maintenance and upgrades without interruption to your supply by employing 'live line' techniques where possible. Sometimes however, interruption to your supply is unavoidable.

If we plan an interruption to your supply and have not made specific arrangements 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 our planned interruptions promise, we will arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer.

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 written or personal notice of a planned interruption to your power supply unless we agree otherwise with you. Call us on **13 2004** for more information on this service.

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. Interruptions that leave you without supply can often occur because of trees or animals striking lines, vandalism, vehicle accidents, planned maintenance or weather conditions such as storms and lightning. What we can promise, however, is that Aurora will make every effort to keep interruptions to your supply to a minimum.

on charter

Our guarantee

Timely restoration

We promise timely restoration when the power goes out. This means you will receive a payment if you experience a continuous interruption greater than the duration listed in the table below.

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 an interruption?

If you lose supply but notice that your neighbours still have power, check your fuses and circuit breakers. If everything seems in order, call Aurora's 24-hour Emergencies and Faults Line on **13 2004**, which will provide up-to-date information on power interruptions. We will do everything possible to 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.

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

Your property

Access to your property

Aurora requires access to our electrical equipment at all times. We will sometimes need to enter your property to access this equipment for the following reasons:

- to read the meter
- to inspect or test the electricity supply
- to connect or disconnect the electricity supply
- to undertake repairs or maintenance
- to clear or prune vegetation from around the powerlines.

Customer responsibilities

We need your assistance to have safe, convenient and unhindered access to your premises and electrical installation.

If you are considering making renovations or changes to your property – particularly around powerlines or your point of supply – please consider that there may be clearance, access and maintenance requirements. Please contact Aurora on **1300 13 2003** with any queries.

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

Aurora responsibilities

If we do need to enter your property, we will respect the use of your property and be there for the minimum time necessary. Our staff and representatives will carry official identification and will show you on request. We will also aim to tell you where we were and why we were there.

Vegetation

Customer responsibilities

You are responsible for keeping all vegetation on your property a safe distance from:

- privately owned overhead powerlines on your property
- the insulated service line that supplies your property.

Aurora responsibilities

We are responsible for maintaining minimum clearance for vegetation near our powerlines, which may include your trees overhanging our lines in the street, or 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 arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer.

Private poles

Customer responsibilities

Customers are responsible for maintaining private poles and private powerlines and to control vegetation in the vicinity of private overhead powerlines and around the base of private poles. The customer is also responsible for all poles or other supports carrying electricity lines beyond the metering position. Your licensed electrical contractor should check these.

Street lighting

Aurora operates and maintains the street lighting system throughout Tasmania on behalf of councils and other government road authorities. The number of street lights provided is the responsibility of the road authority, so requests for additional lights or changes to lighting arrangements should be directed to your local council. All street lighting outages should be reported to Aurora on **13 2004**.

Our promise is to replace defective street lighting adjacent to your home or business within seven business days of notification of the fault. If the fault requires more than a lamp replacement we may need longer and we will inform you how long the repairs will take.

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 promise, we will arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer for each business day that we are late, up to a maximum of \$150.

Dial Before You Dig and cable locations

Dial Before You Dig is a referral service that provides information about underground assets. It refers enquiries from those who propose excavation, to underground asset 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

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 arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer.

Claims

If you suffer loss or damage to your property as a result of an event affecting your electricity supply, you may be eligible to make a claim. Claims can be made by contacting Aurora on **1800 06 0399**.

Making a claim under the Charter

We take our Customer Service Standards seriously.

If you feel we have not complied with our guaranteed service standards, and wish to claim a credit to your account, please call us on freecall **1800 06 0399** within one month of the incident. We will investigate and send you a reply within ten business days.

Our guarantee: If we don't respond within ten business days, we will arrange a credit of \$30 to the electricity account you receive from your preferred electricity retailer in addition to other payments which may be due to you.

Feedback and complaints

We are committed to act on your comments. Call us on free call **1800 06 0399** to provide feedback or lodge a complaint.

Complaints will be handled by Aurora staff who have an appropriate level of experience and authority according to the complexity of the complaint. We will listen carefully and courteously, and 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 a written reply within ten business days.

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.

Should the matter not be resolved with us you have the right to refer any complaint to the Energy Ombudsman on **1800 001 170**.

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; 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 paid 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:

New electricity supply connections (requiring alterations to our distribution network)	1300 13 7008
24-hour emergencies and faults line	13 2004
Customer Charter claims	1800 06 0399
Feedback and complaints	1800 06 0399
Street lighting	13 2004
All other enquiries	1300 13 2003

Translation information

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.

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