

Aurora  
ENERGY

# AURORA ENERGY'S CUSTOMER CHARTER

YEAR ENDED 31 MARCH 2026

OUR COMMITMENT TO YOU



# INTRODUCTION

**Our Customer Charter reflects our commitment to providing great service to everyone connected to our electricity network.**

It outlines the service levels you can expect from us, what we need from you to support a future-ready and resilient electricity supply, and when you may be eligible for compensation if we don't meet the standards we've set out.

Our Charter is voluntary and it's shaped by customer feedback, to make sure it reflects what matters most to you.

This report outlines how we measured up over the last year against the commitments we've made.

You can read the full Customer Charter on our website:

[Aurora Energy Customer Charter](#)



## HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE BEING THERE WHEN YOU NEED US.

We will meet  
this by:



1

**Having a 24/7 call centre and fault response crew to restore your power if there is an unexpected power cut**

If there's a fault, our 24/7 call centre is ready to help. They pass the details straight to our control room, who organise crews to investigate and fix faults as quickly and safely as possible.

Our website power outages page is automatically updated when we get new information about a fault, such as what caused it and how long it will take to fix.

2

**Acknowledging general enquiry emails and other messages to our customer experience team within two working days**

We aim to respond to all enquiries within two working days and have consistently met this standard. For more complex queries that take longer, our friendly customer experience team will keep you updated on progress.

4

**Listening to what you want from us through customer surveys and engagement, and making improvements where possible**

Every year, we ask for your feedback so we can improve how we communicate, enhance your experience, and build trust in Aurora Energy.

We value what you tell us – it helps us keep customers front and centre in our decisions and focus on what matters most to you.

3

**Having a clear and efficient complaints process, where we aim to resolve complaints within 20 working days. You can seek advice from Utilities Disputes if you disagree with our resolution**

We resolved 81% of complaints within 20 working days. Any complaints that took longer to resolve were due to how complex they were and customers were kept informed of the progress.

5

**Investigating and responding to any power quality (voltage) complaints you have within seven working days**

We are pleased to report that 100% of power quality complaints were responded to within seven working days.

While some took longer than seven days to resolve, customers were kept up to date throughout the process.

## HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE US KEEPING YOU INFORMED

We will do this by:



1

**Letting your electricity retailer know at least 10 working days before any planned power outages, so they can advise you\***

*\*This excludes momentary outages, or emergency/urgent repairs. From time to time, Aurora Energy or one of our contractors will notify you directly for low voltage outages less than 10 working days in advance.*

Customers have told us it's important to have time to plan if their power needs to be turned off for planned work.

That's why we'll automatically credit you \$40 if we don't give proper notice to your electricity retailer (the company you pay your power bill to).

During the year, we paid credits to 136 customers (around 0.1% of our total customer base). This is less than the previous year when we paid 1,021 credits. We're pleased our process improvements are making such a big difference.

2

**Keeping our website up to date with information about all high voltage power outages on the network, including when your power should be restored. We will also update our website with information about any planned outages that will run over or under the start and finish times notified to you, and if any planned outages have been cancelled**

Outage updates are automatically refreshed when we receive new information, such as the cause of the fault and how long it may take to fix. The website is designed to update every 15 minutes, so customers can see the latest available information.

These updates apply to the majority of outages, where our control room can confirm a loss of power using live data. For other unplanned outages, our crews may need to assess the issue on site first, so updates might take a little longer to appear.

3

**Having pricing information that is easy to understand on our website and sharing this with you**

Our investment decisions need to balance affordability and making sure our network meets increasing demand and future energy needs.

We have plenty of information on our website that explains where our line charges fit into your electricity bill, how electricity pricing works, and how you can save money on your power bill. We review this information regularly and promote it on our Facebook page and in our 'Your Network, Your News' community updates. Head to our website to find out more: [Aurora Energy pricing](#)



HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE BEING FUTURE READY

We will do this by:



1

### Ongoing investment in the network to ensure it is in a good state of health to deliver electricity safely and reliably into the future

Our role is to enable the transition to clean, efficient energy at the lowest cost to customers. This includes choosing cost-effective long-term solutions by combining network upgrades with options like solar, batteries, and flexible energy use, so customers get the best possible value.

2

### Planning and preparing for more demand for electricity due to growth, changing energy needs and the drive to reduce carbon emissions

It's an exciting time for the electricity industry as we plan for the future of our network. We're preparing for more new connections and changing energy needs, as more people choose electricity to reduce their carbon emissions and have more choice over how and when they use electricity. Each year, we publish a ten-year Asset Management Plan (AMP) that sets out the investments we need to support this. You can read our latest AMP here: [2026-2036-asset-management-plan-update-2.pdf](#)

3

### Helping you understand your future energy choices and new technologies

People are using electricity in new ways, and technology is evolving quickly. We're here to make sure our network keeps pace, so you can choose how you use energy with confidence. On our website, you'll find helpful information about your options, whether that's reducing emissions, installing solar, using an EV, or learning more about how we're preparing for the future.

4

### Helping you get connected to the electricity network

Whether you want to connect to our network, alter an existing connection or want to feed electricity you generate back into our network, we are here to help. Our friendly connections team can answer any queries you have and help you through the process. Find out more here: [Getting connected to the Aurora Energy Network](#)



HERE IS HOW WE MEASURED UP

# YOU TOLD US YOU VALUE PUTTING SAFETY FIRST

We will meet this by:



1

## Always putting the safety of the public, our customers, staff and contractors first

This is a non-negotiable for us - keeping people safe is our top priority. We have public and tradie safety campaigns we regularly promote to help everyone stay safe around electricity. Our Public Safety Management System is independently audited each year to make sure it's working as it should and our certification is current until August 2027.

