

2 May 2023

Mr. Tristan Patterson
Manager Regulatory Compliance and Performance
Tasmanian Economic Regulator
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Dear Mr. Patterson

Proposed amendments to the Tasmanian Gas Retail Code

Thank you for the opportunity to provide a submission on the proposed amendments to the Tasmanian Gas Retail Code outlined in the Consultation Paper released in April 2023.

Aurora Energy is supportive of the proposed amendments to the Tasmanian Gas Retail Code to introduce general customer hardship provisions and specific protections for customers experiencing family violence, which will apply to all licensed gas retailers in Tasmania.

Aurora Energy considers these amendments are a positive step forward, providing much-needed certainty for gas customers, regardless of their retailer, that support will be offered to those experiencing difficulty paying their gas bills due to hardship or family violence and that customers impacted by family violence will benefit from additional protections intended to help safeguard their identify and locations.

Aurora Energy notes the proposed amendments are similar to established customer hardship arrangements, and soon-to-commence assistance and protections for customers experiencing family violence under the National Energy Retail Rules (NERR), which do not apply to the retailing of gas in Tasmania. As Aurora Energy is an authorised electricity retailer governed by the NERR, it already has robust policies in place to address customer hardship and family and domestic violence, and the support outlined in these policies has always been and continues to be provided to all Aurora Energy customers, including gas customers.

Aurora Energy welcomes the opportunity to work with the Regulator to ensure its existing policies align with these amendments and that it continues to provide the highest level of service to its customers.

Should you have any queries on this submission, please contact Heath Gilmour, Lead Compliance Advisor at heath.gilmour@auroraenergy.com.au

Yours sincerely

A handwritten signature in black ink, appearing to read "Oliver Cousland".

Oliver Cousland
Company Secretary/General Counsel