

Aurora

Supporting small business and vulnerable customers

Aurora will make \$5M available to help customers impacted by COVID-19 pay their energy bills. Support might include bill relief, waiving fees or charges, freezing debt and payment plans, in addition to a range of other support measures.

The Tasmanian Government has also announced a cap on electricity price increases for the next 12 months, along with a full waiver for eligible small business customers on their next energy bill (issued after 1 April 2020). The waiver will automatically be applied to Aurora's small business customers on Tariffs 22, 94, 82 and 75.

Customers who manage small businesses on other tariffs can apply by completing the form on [Aurora's website](#). Aurora have set up a specialist COVID-19 support line available to customers now 8am to 6pm, Monday – Friday. The number is **1300 132 006**.

The waiver also includes all Tasmanian not-for-profit business customers, who Aurora recognise are playing a critical role in supporting community through this difficult time. Aurora support these measures completely and encourage you to share this information.

The best source of regular and up-to-date information for Aurora customers during this time remains auroraenergy.com.au/covid-19

Grants and funding update

Aurora will also be enhancing our support for Tasmania's community organisations. This will include expanding [Aurora's Community Fund](#) and extending the current [Digital Capacity Building Grants](#), which could be used to enable not-for-profits and community groups to purchase equipment needed to support remote working.

Organisations with specific questions on our the community fund or available grants, please email community@auroraenergy.com.au

Moving forward

Aurora will continue to monitor the situation and work closely with the State Government and relevant health authorities.

Aurora will keep you updated as we stand alongside our 280,000 residential and business customers during these tough times.