

QUESTION ON NOTICE
Legislative Council
Government Businesses Scrutiny Committee 'B'
Aurora Energy
2 December 2022

ASKED BY: Hon Tanya Rattray, MLC

ANSWERED BY: Hon Guy Barnett MP, Minister Energy and
Renewables

QUESTION: How many customers did not receive a bill when they should have and
how many received two bills at the same time?

ANSWER:

- Transitioning from one account management system to another is a complex process. And Aurora Energy has phased the migration of customers to minimise impacts to the customer experience.
- It would be rare for a customer to receive two bills at the same time. However, there are instances where a bill is delayed due to a system issue which then results in a shorter period before the next bill arrives on schedule.
- More than 190,000 customers have been migrated to the new system. Less than five per cent of these customers have experience a delayed bill as a result.
- Impacted customers are proactively contacted and offered flexible payment arrangements and informed of Aurora Energy's support measures, including the YES Program.

☒ APPROVED/ ☐ NOT APPROVED



Hon Guy Barnett MP

Minister for Energy and Renewables

Date: 7 December 2022