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Tasmanian Government **Media Release**

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Guy Barnett, Minister for Energy and Renewables

Real relief provided to Tasmanians through Aurora Energy

Real energy bill relief is being provided by Aurora Energy to its Tasmanian customers through a range of initiatives aimed at relieving cost-of-living pressures.

As a result of the Tasmanian Liberal Government's \$180 Winter Bill Buster discount, about 94,230 eligible concession households received support with their winter energy bill at a cost of about \$11.2 million, with Aurora Energy delivering this payment, along with the State's other retailers, directly to their customers in the first winter bill post 1 August.

In addition, the boosted and expanded \$50 million Energy Saver Loan Scheme has been enthusiastically received by households and small businesses, and already there have been 377 applications (value \$3.1 million) with 308 approved (\$2.6 million), and 37 settled and installed (\$290,000) to help make their home or businesses more energy efficient, lowering their power bills.

And, to further help Tasmanian businesses, we have also agreed to a new \$50 million loan scheme for commercial and industrial customers with energy consumption of over 150 MWh per year so that they can invest in long-term energy efficiency solutions.

Aurora hit an important milestone this month and more than 50 per cent of all regulated residential and small business customers now have an advanced meter installed meaning it is on target to complete this significant state-wide roll-out by 2026.

Advanced meter data can be used by Aurora to develop new products that give customers improved visibility over their energy use. aurora+ is Aurora Energy's first channel that uses the data advanced meters capture to help customers better understand and manage their energy use.

I'm pleased to announce that 50,000 Tasmanians are now taking advantage of aurora+ which is a terrific milestone.

To help customers monitor and help manage their power usage aurora+ is now free and the Aurora Energy's Customer Support Program was also boosted by the Tasmanian Government by \$1 million to help support those in need.

The Tasmanian Government is committed to putting downward pressure on prices and this year, the independent economic regulator reported that Tasmania continues to have amongst the lowest electricity prices in the nation, but we have always said that we will continue to monitor the situation and respond further where required.

The Australian Government has indicated that it will announce plans to curb the volatility in the National Electricity Market before Christmas and it is important that Tasmania's energy policy is informed and coordinated with the actions of the Australian Government to avoid duplication, confusion and unintended consequences like fuelling inflationary pressures.

I also want to commend Aurora Energy for being proactive in launching a family and domestic violence policy to support those experiencing family violence and elder abuse resulting in energy affordability issues. Training will be rolled out to front line staff which will include how to identify customers experiencing family violence and the treatment of immediate risk scenarios.

The Tasmanian Liberal Government looks forward to working further with Aurora Energy to achieve our renewable energy vision and deliver reliable, clean and affordable energy to Tasmanian homes and businesses.