

With Aurora it's not just OK it's **AOK**

If it's a job by an Aurora Preferred Renewable Supplier it's done right or it's fixed.

These days it's hard to get a guarantee that's actually worth the paper it's written on. But this one is, so keep it safe just in case it's needed. AOK is the short name we give to the Aurora Customer Service Guarantee. It's also your assurance of a top job every time.

Here's why it's AOK.

If you are an Aurora renewable energy customer* the Aurora AOK Guarantee applies to the quality of the installation job conducted by your Aurora Preferred Renewable Energy Supplier. Aurora guarantees that the installation job will be done properly and if not, Aurora will arrange for remedial work to fix the problem. The AOK Guarantee does not however, replace any manufacturer's warranty. If there is a problem with the appliance itself you will need to make a claim under your warranty directly against the manufacturer. You should ensure therefore that you still receive a manufacturer's warranty for the appliance from your Aurora Preferred Renewable Energy Supplier.

Your AOK Guarantee is valid from the date of your invoice and/or receipt from your Aurora Preferred Renewable Energy Supplier (so please also retain these records along with your manufacturer's warranty). While you are an Aurora customer the AOK Guarantee stays in effect for a minimum of twelve months after the installation date. However, if a problem arises within a reasonable time beyond that date, Aurora will guarantee to investigate the complaint.

What to expect from your Aurora Preferred Renewable Energy Supplier

- Your Aurora Preferred Renewable Energy Supplier must offer sufficient information and advice to help you make an informed decision. This should include an inspection of your premises and a face-to-face presentation.
- Your Aurora Preferred Renewable Energy Supplier must be courteous and professional in their dealings with you.
- Your Aurora Preferred Renewable Energy Supplier must ensure that all relevant manufacturers warranties are in place.
- The installation of your renewable energy system should be of the standard and expectation that was promised by your Aurora Preferred Renewable Energy Supplier at the time of consultation.
- Your Aurora Preferred Renewable Energy Supplier will be responsible for installation faults and must act upon your behalf when resolving disputes with a subcontractor.



**PREFERRED
RENEWABLE ENERGY
Suppliers**



What to do if you are not satisfied.

Step 1: Contact your Aurora Preferred Renewable Energy Supplier and register your complaint with them. They will ascertain whether your complaint is valid (you may not be operating the appliance correctly) or whether it is something that is covered by the manufacturer's warranty. An Aurora Preferred Renewable Energy Supplier must respond to your complaint within 7 days.

Step 2: If there is no resolution between you and your Aurora Preferred Renewable Energy Supplier, call Aurora on **1300 13 2006** for residential or **1300 13 2045** for business. An Aurora consultant will register your complaint and investigate it with your Aurora Preferred Renewable Energy Supplier. If the dispute still cannot be resolved, an independent arbitrator appointed by Aurora will undertake an inspection to validate your claim.

Step 3: If your complaint is validated, Aurora will arrange remedial work up to the value of your initial installation (by a different Aurora Preferred Renewable Energy Supplier if necessary) to ensure your complete satisfaction.

Required standard of service.

The performance of Aurora Preferred Renewable Energy Supplier is measured against the following standards:

1. Advice and information to help you make an informed decision

- Face-to-face advice from professional staff.
- Assistance in identifying your renewable energy system requirements (including a site visit).
- Suggestions for renewable energy system solutions best suited to your needs, with any limitations explained.
- Explanation of installation costs (including system costs, delivery and installation costs).

2. Appliance warranty and repairs

- Your renewable energy system will be backed by a manufacturer's warranty.

3. Service qualities

- Aurora Preferred Renewable Energy Suppliers will be courteous, friendly and efficient in all their dealings with you.
- Aurora Preferred Renewable Energy Suppliers will respect your privacy, and treat your personal information with care.
- Aurora Preferred Renewable Energy Suppliers will use plain English in their documents and in their contact with you.
- When a Aurora Preferred Renewable Energy Supplier visits you, they will respect your premises and ensure it is left in the same state as when they arrived.
- Your renewable energy system will arrive at an agreed time, or you will receive a telephone call explaining the reason for the delay and arrangements will be made for another convenient delivery time.

4. After sales service

- Aurora Preferred Renewable Energy Supplier must make efforts to gather, keep records of, and act on customer feedback.
- Aurora Preferred Renewable Energy Supplier must have a system for resolving customer complaints/dissatisfaction within 7 days.
- Aurora Preferred Renewable Energy Supplier must follow-up and act upon customers' behalf when a subcontractor causes the dissatisfaction.

5. Professional staff

- Adequately trained and accredited (having successfully completed Aurora's Accreditation Program).
- Any staff who visits your home to assist you in determining your renewable energy requirements or to install equipment will carry appropriate identification.
- Staff who are familiar with Aurora Energy tariffs, standards and procedures.

If you have had a problem with an Aurora Preferred Renewable Energy Supplier, call Aurora Energy **1300 13 2006** for residential or **1300 13 2045** for business – we will assess your complaint against these service levels and endeavor to resolve the problem quickly and effectively.



**PREFERRED
RENEWABLE ENERGY
Suppliers**

