

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

If it's a job done by Aurora Preferred Gas Installers, 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 Energy natural gas customer the Aurora AOK Guarantee applies to the quality of the installation job conducted by our Aurora Preferred Gas Installers. Aurora guarantees that the 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 that you still receive a manufacturer's warranty for the appliance from our Aurora Preferred Gas Installers.

Your AOK Guarantee is valid from the date of your invoice and/or receipt from our Aurora Preferred Gas Installers, so please 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 our Aurora Preferred Gas Installers.

- Our Aurora Preferred Gas Installers will offer sufficient information and advice to help you make an informed decision. In most cases this should include an inspection of your premises and a face-to-face presentation.
- Our Aurora Preferred Gas Installers will be courteous and professional in their dealings with you.
- Our Aurora Preferred Gas Installers will ensure that all relevant manufacturer's warranties are in place.
- The installation of your natural gas appliance should be of the standard and expectation that was promised by our Aurora Preferred Gas Installers at the time of consultation.
- Our Aurora Preferred Gas Installers will be responsible for installation faults and must act upon your behalf when resolving disputes with a subcontractor.



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What to do if you are not satisfied.

Step 1: Contact our Aurora Preferred Gas Installers 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. Aurora Preferred Gas Installers must respond to your complaint within 7 days.

Step 2: If there is no resolution between you and our Aurora Preferred Gas Installers, call Aurora on **1300 13 2003** (residential) or **1300 13 2045** (business). An Aurora consultant will register your complaint and investigate it with our Aurora Preferred Gas Installers. 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 different Aurora Preferred Gas Installers if necessary) to ensure your complete satisfaction.

Required standards of service.

The performance of Aurora Preferred Gas Installers 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 natural gas requirements (including a site visit if required).
- Suggestions for natural gas appliances which are best suited to your needs, with any limitations explained.
- Explanation of costs (including appliance costs, delivery and installation costs).

2. Appliance warranty and repairs

- Your natural gas appliance will be backed by a manufacturer's warranty.

3. Service qualities

- Aurora Preferred Gas Installers will be courteous, friendly and efficient in all their dealings with you.
- Aurora Preferred Gas Installers will respect your privacy, and treat your personal information with care.
- Aurora Preferred Gas Installers will use plain English in their documents and in their contact with you.
- When Aurora Preferred Gas Installers visit you, they will respect your premises and ensure it is left in the same state as when they arrived.
- Your natural gas appliance 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 Gas Installers must make all efforts to gather, keep records of, and act on customer feedback.
- Aurora Preferred Gas Installers must have a system for resolving customer complaints/dissatisfaction within 7 days.
- Aurora Preferred Gas Installers must follow-up and act upon customers' behalf when a subcontractor causes the dissatisfaction.

5. Professional staff

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

If you have had any problems with Aurora Preferred Gas Installers, call Aurora Energy **1300 13 2003** for residential or **1300 13 2045** for business – we will assess your complaint against these service levels and endeavour to resolve the problem quickly and effectively.



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