



Pay As You Go

Policy Intent

Housing Tasmania is supportive of as many clients as possible having access to Pay As You Go (PAYG). The major benefits of PAYG include:

- No more power bills;
- Only buying power when users need it;
- Knowing how much power is being used at any given time; and
- Buying power from Agents located throughout Tasmania.

This policy is to guide decision-making relating to the installation of PAYG meters in Housing Tasmania properties.

What is PAYG?

Aurora Pay As You Go (PAYG) is an electricity meter that is operated using Smart Card technology. It replaces normal Aurora metering and billing processes. Customers do not receive a normal Aurora Bill.

Permission

Tenants must seek permission from Housing Tasmania before arranging for installation of a PAYG meter. The tenant will be advised in writing if the request to install a PAYG meter is approved. This letter can be used by the tenant in establishing to Aurora that they have Housing Tasmania's permission to install the meter.

Installation & connection costs - fees and charges

All costs associated with installation and maintenance of the PAYG are the tenants responsibility.

If tenants move into a property that does not have PAYG or a current tenant decides that they want PAYG they will be responsible for payment of the installation fee. This is approximately \$50 (as at Jan 2007).

Tenants moving into a property where a PAYG meter is already installed will be required to pay a one off connection fee of approximately \$25.70 (as at Jan 2007). This connection fee is deducted from the amount on the clients PAYG Smart Card and clients need to ensure they have this amount of credit on their account before they make their 2nd transaction using the card.

Housing Tasmania will not pay for conversion if PAYG is already installed. New tenants accept the property in its current condition, ie. with PAYG.

If tenants lose their smartcard Aurora charge a \$20 fee for a replacement.

If tenants wish to revert to standard meters they will be responsible for any fee charged by Aurora. If they do this within 3 months of having it connected there will be no charge. After this time the cost is approximately \$58.

Pensioner and Health Care Card discounts still apply for users of PAYG.



Suitable Properties

PAYG meters are not a suitable option for all Housing Tasmania properties.

Situations where permission should be withheld include:

- Where access to the box is difficult or unsafe;
- Where there is currently insufficient ambient light to allow safe after dark access to the meter box; ie. Near an outside light or window that provides sufficient light. Additional light will not be provided for this purpose;
- Where the box will not stand up to regular usage or the catch on the box is unsuitable (although if appropriate, consideration should be given to replacing the box);
- Where the property has a shared meter box of 4 or more. This will apply to some but not all units;
- Where the box is in the private yard of another resident;
- Where accessing the box will unreasonably disturb other residents.

Placing Locks on Meter Boxes

A decision to place a lock on a meter box should only be made if there is a documented and substantiated history of vandalism or tampering. A lock should not be installed 'just in case'.

The decisions about what type of lock to install should be made in consultation with maintenance.

In situations where a lock is required this does not preclude tenants having access to PAYG. It may be possible to provide a lock on the meter box and provide a key to residents. There will be a charge for lost or additional keys.

Moving Out

Tenants using PAYG meters need to contact Aurora before they move out to check what they need to do.

It is not necessary for the tenant to remove the meter when they move out.

Future tenants accept the property in its condition on allocation. This includes the PAYG meter and they will be responsible for the cost of the changeover to normal power if this is what they would prefer. This cost is approximately \$58 (current as at Jan 2007).

If it is discovered that a tenant has installed a meter without Housing Tasmania's permission and we consider its installation unsuitable they may be charged on vacation for its removal.



Legislative Context

Electricity supply is defined as an essential service under the Residential Tenancy Act 1997.

If an essential service ceases to function, the tenant is to notify the owner as soon as practicable of the need for an urgent repair.

Issues relating to connection or non functioning of a PAYG meter are the responsibility of Aurora. Aurora will contact us if the fault relates to something that is Housing Tasmania's responsibility.

Faulty PAYG meters or problems with power supply.

Where tenants make contact regarding problems with their power supply they should be advised to:

- Check if their neighbours still have power;
- Check fuses or circuit breakers;
- Check if there is credit on their PAYG card.

If everything seems to be in order, advise the tenant to call Aurora's 24 Hour Emergencies and Faults line on 13 2004.

Aurora aim to get power back on within four hours of notification of a fault.

Power supply will not be disconnected between the hours of 8.00 pm and 8.00 am (9.00 pm and 9.00 am during daylight savings).

More Information

More information about PAYG including a very helpful Q & A section is available from the Aurora website @ <http://www.auroraenergy.com.au>

For further information relating to this policy please email the helpdesk housing.policyhelpdesk@dhhs.tas.gov.au