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Tasmanian Government **Media Release**

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Guy Barnett, Minister for Energy and Renewables

Helping with cost-of-living pressures

The Tasmanian Liberal Government understands it has been a difficult winter for many and has measures in place to assist Tasmanians with the cost-of-living.

The Government has taken a targeted approach to electricity support, ensuring the estimated 94,230 Tasmanians on concession cards (including those in embedded networks) get the help they need with \$180 Bill Buster Payment, at a cost of almost \$17 million.

This Bill Buster Payment is made up of a \$61 increase in this year's annual concession discount (bringing the total annual concession discount this year to \$574), and a one-off bill credit of \$119.

From today, eligible concession account holders will start seeing the one-off bill credit of \$119, to help them offset the bill shock. In addition, eligible pensioners will continue to receive a payment of \$56 for the year as part of the Heating Allowance.

The Winter Bill Buster Payment was part of a targeted response to the determination by the independent regulator for a 11.8 per cent increase for 2022-23.

The Government is focused on keeping downward pressure on electricity prices. Even after allowing for the 11.8 per cent price rise, since coming to office in 2014, the Government has ensured electricity prices for Tasmanian residential customers have only increased by 5.8 per cent in nominal terms and have actually decreased by 15.4 per cent in real terms.

And, for small businesses, since 2014 electricity prices have decreased by 5.8 per cent in nominal terms and decreased by 25 per cent in real terms even after the 11.8 per cent increase this year.

The Tasmanian Government is also implementing a boosted and expanded \$50 million energy saver loan scheme for residential customers and small businesses to help families and businesses invest in energy efficiency measures to help future bill shock and there will also be no charge for aurora+ from

1 July 2022, which can help users better manage their electricity usage. An additional 1500 customers have now signed up for aurora+ since 1 July 2022.

Aurora has a \$1.7 million Customer Support Fund to support residential and small business customers experiencing financial vulnerability, with subsidised payment plans and one-off payments. Aurora's YES program (financial hardship) incentive payment will also be extended for another 12 months from 1 July, to provide residential customers who are meeting their payment commitments at their quarterly review with a credit to the value of their next fortnightly instalment up to \$200.

Tasmanians that need an extra hand are encouraged to contact Aurora's YES Team (Monday to Friday from 9am-4.30pm) on 1300 10 2010 or visit auroraenergy.com.au for more information on Aurora's programs, including signing up to the aurora+ app.

Tasmanians are also encouraged to head to the website and, if eligible, take advantage of the concessions being offered.

And, if you have questions about when your Bill Buster credit will appear on your Bill, contact your electricity retailer.

Details on the electricity concessions can be found at:

https://www.concessions.tas.gov.au/concessions/electricity_and_heating