

14 August 2025

Australian Energy Market Commission
Level 15, 60 Castlereagh Street
Sydney NSW 2000

Submitted online: <https://www.aemc.gov.au/contact-us/lodge-submission>

Reference: RRC0063

Improving the application of concessions to bills Draft Determination

Aurora Energy welcomes the opportunity to respond to the Australian Energy Market Commission's (AEMC) Draft Determination on Improving the Application of Concessions to Bills.

Aurora Energy is a customer-centric Tasmanian Government owned energy retailer providing energy services to the vast majority of Tasmania's electricity customers.

Aurora Energy supports the AEMC's approach to ensuring retailers asking whether small customers may be eligible for any government funded energy charge rebate, concession or relief schemes. Aurora Energy also supports the AEMC's commitment to ensuring eligible customers receive their concession entitlements.

Nonetheless, Aurora Energy wishes to clarify a point raised in the 2022 Consumer Policy Research Centre (CPRC) Report, which estimated a 19 per cent concession gap in Tasmania. It is Aurora Energy's understanding that this is an estimated figure not based on direct Tasmanian data. Rather, based on internal concession data and comparative analysis with the 2021 Census, it is Aurora Energy's view that this figure significantly overstates the actual gap and does not accurately reflect the Tasmanian context.

Aurora Energy considers that any rule change that progress to a final determination should be done so on the basis of accurate and transparent data alongside deeply consulted positions.

Should you have any questions regarding this submission, please contact Sam Unsworth at sam.unsworth@auroraenergy.com.au.

Yours sincerely

A handwritten signature in black ink, appearing to read "Oliver Cousland".

Oliver Cousland
Company Secretary / Head of Legal Counsel