

## About Alinta Energy

Whether it's lowering customer costs, providing quality local service or sustainable energy, Alinta Energy's goal is to be better. And to keep getting better day after day. Better for their customers. Better for Australia. And better for the environment.

### Over a million people rely on Alinta Energy.

Alinta Energy has been supplying energy to Australians for over 25 years. They sell gas and electricity to over one million customers and employ around 1000 people across Australia and New Zealand. Their operations span the nation, from Perth and the Pilbara in Western Australia to South Australia, Victoria, New South Wales and South East Queensland.

### Alinta Energy helps power Australians.

Alinta Energy is present in all major energy markets and operates a range of power stations and renewable energy generation sources across Australia. This is how they help make energy more affordable and reliable for their customers.

### Affordable sustainability. That's better.

Alinta Energy is committed to their 2025 target of 1,500MW of owned and contracted renewable energy generation. They are well on their way to achieving this goal, fueled by intelligent, high quality and environmentally friendly projects that provide renewable energy at an affordable price – which is why they built Western Australia's biggest wind farm, Yandin.

### Alinta Energy is multi-award winning.

Alinta Energy has taken out Canstar Blue's most satisfied electricity customers award four years in a row in Queensland, and the 2020 most satisfied residential gas customers in New South Wales. Plus, they recently won six Mozo Experts Choice awards for their Small Business electricity and gas plans across Victoria, South Australia, and Queensland.

### Local service for customers.

In January 2021, Alinta Energy announced that their East Coast customer service call centre team was moving onshore to the Latrobe Valley in Victoria. They're thrilled to be investing in local jobs and believe that their customers will enjoy speaking to someone locally when they give them a call.

Alinta Energy is delighted to be partnering with Conxxion Pacific in 2021 and for the years ahead. They're excited to be working together and helping to deliver affordable energy and a better customer experience to even more locals than before.

## Accreditation

### 1. Do I need to complete accreditation to refer customers to Alinta Energy?

Yes, all IBOs (new and existing) must have their Australian Customer Acquisition Code (CAC) Accreditation and Alinta Energy Accreditation prior to referring customers. IBOs must successfully complete a short quiz and answer 18 questions with a 100% pass rate to get accredited to refer customers to Alinta Energy. If you don't pass the quiz first time, don't worry, you can re-sit the quiz as many times as you need.

### 2. How long do I have to complete the accreditation?

If you wish to refer customers to a Alinta Energy electricity and/or gas service ("Alinta Energy services"), you must complete the Australian CAC Training and Alinta Energy Accreditation Training prior to referring customers.

### 3. How often do I need to complete the Alinta Energy Accreditation Training?

You will need to re-sit the Alinta Energy Accreditation Training every 6 months, and will need to re-sit the Australian CAC Training every 12 months upon annual renewal of your IBO position if you wish to continue referring customers to Alinta Energy.

### 4. Do upline IBOs receive residuals if their downline IBO isn't accredited?

No, Alinta Energy services referred via Conxxion will not generate points and commissions whilst the IBO remains unaccredited.

## Compensation

### 5. How many Customer Points are available for Alinta Energy services? And what is the commissionable revenue rate for Alinta Energy services?

Refer to the latest [Australian Compensation Plan](#) for details.

## 6. When will my customers and points appear in my Personal Customer List (PCL)?

Your customers and Customer Points will not be visible in your PCL during the soft launch period. After the soft launch period has ended, your points will appear 90 days after order acceptance for Conxxion Switched Services. Points will appear within 48 hours for Connect Services.

## 7. Will I earn points and commissions if I sign up an existing Alinta Energy customer?

Yes, refer to the latest [Australian Compensation Plan](#) for details.

## 8. What happens to my compensation if my customer, who is with another Conxxion Energy partner, wishes to transfer their electricity and/or gas service(s) to Alinta Energy?

If your customer wishes to transfer their electricity and/or gas service(s) from another Conxxion Energy partner to Alinta Energy, they will first need to ensure that their account is not in arrears.

Once a customer has successfully transferred their service(s) from the initial Conxxion Energy partner to Alinta Energy, your points for the initial Conxxion Energy partner will remain active until the switch to Alinta Energy is complete.

The new Alinta Energy service(s) will appear in your PCL and will generate commissions but no points will be awarded for a period of 90 days from order. Any transfers of this kind will not count toward qualifications or bonuses unless explicitly stated in the Australian Compensation Plan.

Click Energy and AGL customers who switch to Alinta Energy are to be treated as new 'connect' services.

## 9. What is the difference between a 'Connect' and a 'Conxxion Switched' service?

A 'Connect' service is defined as a customer whose service is new to Conxxion and has not been previously signed up by another Conxxion energy partner.

An 'Conxxion Switched' service is defined as a customer whose service is currently active with another Conxxion energy partner, or was active with another Conxxion energy partner within the last 90 days prior to the Alinta Energy application.

Type of Service	Qualification	Customer Bonuses	Residuals
Connect	Y	Y	Y
Conxxion Switched	N	N	Y

## 10. Will non-Conxxion Pacific IBOs who sell Alinta Energy services receive points and residuals?

Yes, but they will only be eligible for points and residuals if they complete the Australian CAC training and Alinta Energy Accreditation Training. This also applies for non-active IBOs who become active and begin referring customers to Alinta Energy.

## 11. What is the process for claiming Alinta Energy customers?

The Alinta Energy Customer Claim Form is available for you to submit enquiries for customers who have not appeared in your PCL after more than 3 business days from the order date.

## Alinta Energy Plans and Offers FAQs

### 12. What energy plans are offered by Alinta Energy?

Alinta Energy's product suite includes simple, competitive rate-only products. That is, they have no special conditions or discounts. Customers can be confident in knowing they are getting a competitive electricity or gas deal.

Product	Product Features	State	Fuel
<b>HomeDeal</b>	<ul style="list-style-type: none"> <li>HomeDeal plan is a <b>rate only product</b></li> <li>HomeDeal plan is based on Alinta Energy applicable <b>market offer tariffs</b></li> <li>HomeDeal plan <b>does not have a benefit term</b><b>No fixed term contract</b>, with <b>no exit fees</b> applicable</li> <li><b>No late payment fees</b></li> <li><b>No charges for posting paper bills</b></li> <li><b>No credit card merchant fees</b> including AMEX</li> <li><b>Solar Feed – In Tariff is available*</b> for eligible Residential customers</li> </ul>	VIC, NSW, QLD & SA	Electricity & Gas
<b>BusinessDeal</b>	<ul style="list-style-type: none"> <li>BusinessDeal plan is a <b>rate only product</b></li> <li>BusinessDeal plan is based on Alinta Energy applicable <b>market offer tariffs</b></li> <li>BusinessDeal plan <b>does not have a benefit term</b></li> <li><b>No fixed term contract</b>, with <b>no exit fees</b> applicable</li> <li><b>No late payment fees</b></li> <li><b>No charges for posting paper bills</b></li> <li><b>No credit card merchant fees</b> including AMEX</li> <li><b>Solar Feed – In Tariff is available*</b> for eligible SME (Small and Medium Enterprise) customers</li> <li><b>Dedicated small business</b> team to help answer specific questions relating to business customers</li> </ul>	VIC, NSW, QLD & SA	Electricity & Gas

\* Eligibility criteria applies. Generators with a generating capacity of more than 5kW are not eligible for the feed-in tariff.

### 13. Are the HomeDeal or BusinessDeal rates fixed or are they subject to change?

The rates are not fixed and may change from time to time; however, customers will be notified in advance of these changes taking effect. Alinta Energy aims to continue doing all they can to help make energy more affordable for all Australian households.

### 14. What size customers are eligible for BusinessDeal plans?

Customers with an annual consumption of up to 40,000 kWh for VIC, 100,000 kWh NSW and QLD and 160,000 kWh in SA are eligible for BusinessDeal plans.

### 15. How often will my customers be billed?

#### Electricity meters

- Customers with **smart meters** will be billed monthly, however, can contact Alinta Energy once they have transferred to amend to quarterly. Smart Meters are most common in VIC however small segments of customers in other states may have smart meters.
- Customers with **manually read interval meters** will be billed quarterly (i.e., every 3 months). Manually Read meters are most common in NSW, QLD & SA.
- Gas meters
- Customers with gas meters will be billed every 2 months in Victoria, whilst customers in South Australia, Queensland and New South Wales are billed every 3 months.

## 16. What are the invoicing and payment options for my customers?

Alinta Energy customers have a wide range of payment options to them.

Depending on the electricity meter type the customers billing cycle will automatically default to monthly; this is particularly common in VIC or when customers have Smart Meters which are able to be read remotely. The following payment options are applicable to customers across all states.

Payment Method	Electricity – Billing Cycle	Gas – Billing Cycle	Description
Phone or Web	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	Phone or Web via MasterCard, VISA, or American Express Card
Direct Debit	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	Direct Debit from any cheque, savings, transaction, or credit card account
B-Pay	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	BPAY from any cheque, savings, transaction, or credit card account
Post Office	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	Post Office payment – cash, cheque, or EFTPOS
Cheque	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	Cheque sent with payment slip from account you'd like to pay
Centrelink	Quarterly or Monthly	Bi-Monthly in VIC / Quarterly in all other states	Paying bills through fortnightly deductions using CentrePay. This option is only available to applicable concession card holders.

Invoices will be sent via email as a default option; however, customers can request paper invoices be mailed to them free of charge. To request a paper invoice, customers will need to contact Alinta Energy Customer Support on **13 37 02**.

## 17. How do I refer customers to Alinta Energy?

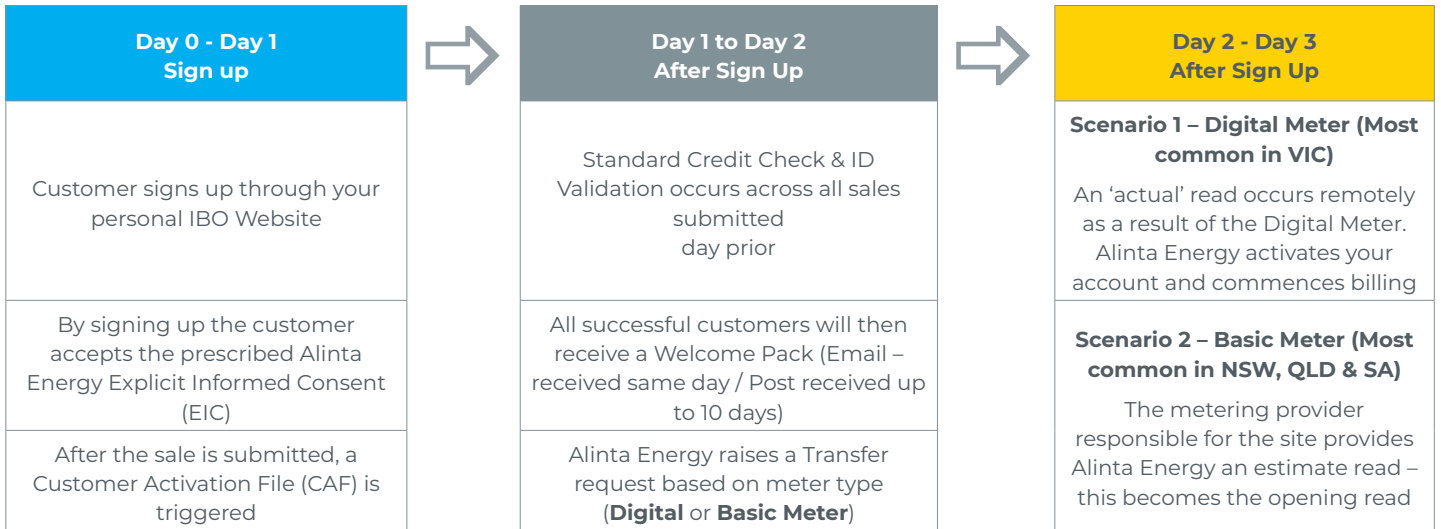
You can refer your customers to your Personal IBO Website to sign up to Alinta Energy services. Customers will be redirected to the Conxxion-dedicated Alinta Energy website to sign up to an energy contract.

## 18. Does my customer need to notify their current provider that they are leaving?

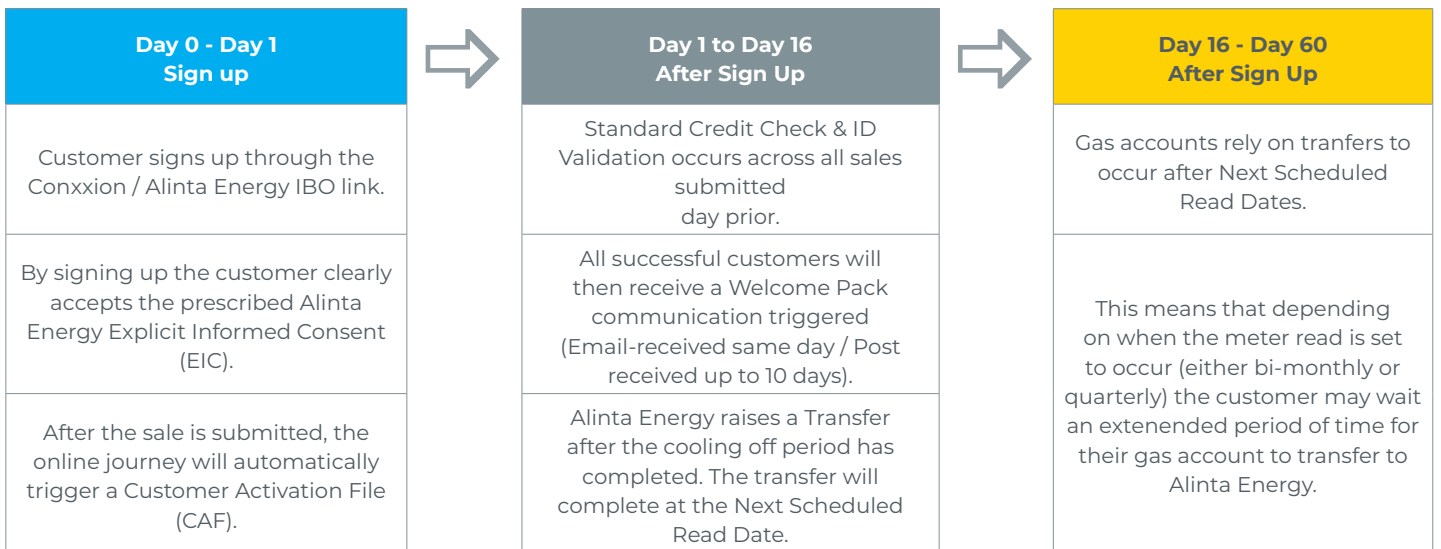
When your customer signs up with Alinta Energy, their current provider will be notified automatically as part of the transfer process. The customer will not need to contact their existing retailer; however, the current or losing retailer may attempt to contact them to potentially discuss the reason for them leaving as well as offer them a new energy plan. It is always wise to prepare a customer for such activity.

## 19. How long will it take for my customer to transfer their meter to Alinta Energy?

As part of the **Customer Switching** regulations which commenced from the **1st of October 2021**, both **Residential & SME Electricity** customers transferring from an existing retailer to **Alinta Energy** have a shorter transfer period to allow customers to get the benefits of their energy contract much sooner. The transfer timeline is as follows:



Whilst the **Customer Switching** regulations meant a quicker transfer time for **electricity** customers, due to the national network structure of **Gas** the transfer timelines follow the standard process flow for both **Residential & SME** customers. They are as follows:



## 20. What does my customer need to have on hand to sign up to Alinta Energy?

Your customer should have their most recent energy invoice on hand to compare the rates and charges that Alinta Energy have to offer. Once the customer wishes to proceed with the offer and to allow the customer to proceed with the sign up, they will need to show:

- one form of government-issued ID (Medicare, Passport or Driver's Licence).
- their site address(es) which they intend to transfer to Alinta Energy
- a valid email address; and
- an active Australian mobile number to allow for the multi-factor SMS to be sent.

## 21. My customer is moving into a property, how can they sign up?

If a customer is moving in within 1 business day, they can contact the dedicated Alinta Energy Conxxion-dedicated Support on **1800 314 672**. They are moving in with more than 3 business days' notice, they can sign up via the Alinta Energy Conxxion branded link.

## 22. My customer is unable to complete the sign up digitally, how can I refer them to Alinta Energy?

The customer can sign up via the Alinta Energy Conxxion-dedicated Support on **1800 314 672** during Monday – Friday from 8am – 7pm and Saturday 9am-6pm AEST.

## 23. Does my customer have to confirm a payment method on sign up?

No, the customer can pay via their preferred option on the invoice. If they would like to set up direct debit, they can do this via our MyAccount portal or the direct debit form which will be sent as a part of the Welcome Pack.

## 24. My customer receives a concession on their energy bill with their current energy retailer. Can they receive the same concession with Alinta Energy?

Yes, your customer's eligibility for concessions is independent of their choice of energy retailer and all providers, including Alinta Energy, are required to provide concessions to eligible customers.

More information regarding concessions is available on Alinta Energy's website via the links below:

State	Link
NSW	<a href="http://www.alintaenergy.com.au/nsw/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates">www.alintaenergy.com.au/nsw/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates</a>
VIC	<a href="http://www.alintaenergy.com.au/vic/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates">www.alintaenergy.com.au/vic/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates</a>
SA*	<a href="http://www.alintaenergy.com.au/sa/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates">www.alintaenergy.com.au/sa/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates</a>
QLD	<a href="http://www.alintaenergy.com.au/qld/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates">www.alintaenergy.com.au/qld/help-and-support/help-and-support/billing-and-pricing/concessions-and-rebates</a>

\* Customers in South Australia must apply directly through the Department of Human Services who will provide the concession rebate to Alinta Energy.

## 25. Can I participate in a 3-way call with Alinta Energy and my customer when they are signing up over the phone?

No, to avoid the risk of high-pressure sales tactics, Alinta Energy will not process a sale over the phone with anyone present but the applicant/customer.

N.B. Additional point on ensuring that first name and last name are entered exactly as per the Government issued ID at the Personal IBO Website stage. These fields cannot be edited later in the journey. If an applicant makes an error, they will need to restart the journey from the Personal IBO Website.

## 26. My customer has Life Support equipment, how do they sign up?

Please refer the customer to the dedicated Alinta Energy Life Support team on **1300 721 092** to facilitate the sign up. The customer will need to inform the Alinta Energy agent that the sale needs to be accredited to Conxxion and capture the sales reference and provide that back to the IBO to allow the IBO to claim the sale.

## Post-Sign Up FAQs

### 27. What happens after my customer signs up?

Your customer will receive a confirmation email shortly after signing up via the Conxxion-Alinta web page. From there, Alinta Energy will then commence the process to transfer their electricity and/or gas accounts from their existing retailer.

For customers who have raised a move in request, a service order will be created by Alinta Energy's back of house team for the date the move in was requested.

### 28. What happens if my customer wants to change their plan?

Customers can contact the Alinta Energy Conxxion-dedicated Support on **1800 314 672**.

### 29. If my customer has signed up to an electricity and gas bundle plan, can they receive a combined bill?

Unfortunately, no. This is due to the different supply and billing cycles of the differing products offered by Alinta Energy.

### 30. How can my customer manage their account?

Customers can sign up to the Alinta Energy My Account portal or contact the Alinta Energy Customer Care number on **13 37 02** to ask all questions relevant to their account.

### 31. What happens if my customer misses a payment?

Although there are no late payment fees, customers are still required to pay the full amount of their bill by the due date on the bill.

If your customer is having trouble paying their bill it is important that they reach out to Alinta Energy so they can look at ways to assist them. However, if for any reason they do not contact Alinta Energy, we will contact the customer to discuss payment options including payment plans.

### 32. How are customers notified of price variation events?

Alinta Energy has an obligation to notify existing customers a minimum 5 business days prior to the price variations becoming effective. As such, impacted customers will be notified in the form of a Bill Change Alert Notification sent via their preferred method of communication (post or email). This notice details the impact (decrease or increase) of the price change in clear and simple terms.

## Upgrades

### 33. How can I upgrade an existing Alinta Energy customer?

Existing Alinta Energy customers can be upgraded to the current generally available in-market offers via the Conxxion-dedicated hotline 1800 314 672 Mon-Fri 8am-8pm and Saturday 9am-5pm. Customers cannot process an upgrade via the online portal.

### 34. What information does my customer need to upgrade?

Existing Alinta Energy customers will need a copy of their latest Alinta Energy electricity and/or gas invoice and your IBO Business ID handy when calling to upgrade.

### 35. Who can perform an upgrade?

Only the primary account holder of the existing Alinta Energy account can perform an upgrade.

### 36. Where are upgrades available?

Existing Residential and Small Business Alinta Energy customers in NSW, QLD, SA and VIC can upgrade their electricity and gas plans.

### 37. What plan can I upgrade a customer to?

Existing Alinta Energy customers can upgrade to the generally available in-market offer for their services. For residential customers, this is the HomeDeal plan and for small business customers, this is the BusinessDeal plan.

### 38. Which customers cannot be upgraded?

Customers who are already on the current generally available in-market offer or an Alinta Energy offer which is more competitive than the current generally available in-market offer cannot be upgraded.

## General FAQs

### 39. How do I represent myself when referring customers to Alinta Energy?

Once you have completed the Australian CAC Training and Alinta Energy Accreditation Training, you can refer to yourself as an "Conxxion Independent Business Owner" who is an authorised Alinta Energy referrer.

### 40. Can Alinta Energy provide customer information to an IBO?

No, once customers have agreed to an energy contract, only they will be able to access and make changes to their information. This is due to privacy. Only authorised contacts may be provided information on behalf of an Alinta Energy customer.

### 41. How does my customer follow up if they've not received a confirmation email?

If your customer has not received an email within 24 hours of signing up to an energy plan, please ask them to contact the Alinta Energy Conxxion-dedicated Support on **1800 314 672**.