

Alinta Energy Sales Checklist



Why Alinta Energy?



1. Free to come, free to go

We have no conditional offers, no lock-in contracts and no exit fees, so your customers can feel safe in the knowledge that they are not locked in and can upgrade at any time.



2. Onshore support

Our ACN-dedicated sales and support team is based in Perth and is here to help with all of your customer queries. For your customers, our dedicated local support starts at our Customer Experience Hub based in Victoria.



3. No credit card fees including AMEX

No credit card payment processing fees, including American Express. We also don't charge any fees for paper bills.



4. Access to the Alinta Energy Rewards Shop

Exclusive to our customers, our Rewards Shop offers discounts on electronics, groceries, movie tickets and much more.



5. We're multi-award winning



Sales

1. Upsell

Ask your customers if they have electricity and gas, and if they have any other properties. We offer both fuels across NSW, VIC, SA and SEQLD, for both Residential and Small Business customers.

2. Upgrade

Existing Alinta Energy customers can be upgraded. Utilise your dedicated ACN Support Team on **1800 314 672**.

Order Journey

1. Always ensure your customers start their journey on your Personal IBO Website.

This will ensure that your customer referrals are allocated to you.

2. Make sure your customers have a copy of their current electricity and gas invoice handy.

This will help to ensure we can process the order as quickly as possible.

Identification and Credit

1. Residential customers

Make sure your customer enters their name exactly as it appears on their official government-issued identification documentation. Name fields will be locked during the online signup process; middle name can be entered if required within the online signup.

2. Small Business customers

Make sure your small business customers enter their business name as it appears on the ABR register, and that their ABN is an exact match.

3. Customers should never submit multiple applications for the same order.

4. Do not enter your own address or contact details on behalf of your customer.

The customer must always complete the sign up themselves.



We're here to help.

If you or your customers need help, just pick up the phone to our ACN-dedicated team on

1800 314 672. Our onshore team is available from 8am – 8pm Monday to Friday and 9am – 5pm on Saturday (AEDT/AEST).