

## 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, fuelled by intelligent, high quality and environmentally friendly projects that provide renewable energy at an affordable price – which is why they built one of Western Australia's biggest wind farms, Yandin.

## Local service for customers.

Alinta Energy has been supporting the WA community for over 25 years. The contact centre is located in the heart of the Perth CBD and provides customers a local touch when calling about their gas account. It also allows Alinta Energy to provide convenient call times for their local customers.

## Alinta Energy Plans and Offers FAQs

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

Alinta Energy is only providing the one product in WA via Conxxion – The Fair Go 40.

	Product Features	State	Fuel
Product Fair Go 40	<ul style="list-style-type: none"> <li>Fair Go 40 is a 40% discount off gas usage charges.</li> <li>Fair Go 40 has a benefit period of 1 year. From 1 Jan 2023, Alinta Energy will be required under new regulations to let customers know when their benefit period ends.</li> <li>Only available for customers in the Coastal Metropolitan area of Perth – Dunsborough through Geraldton.</li> <li>Excludes customers in Albany and Kalgoorlie.</li> </ul>	WA	Gas

The rates are not fixed and may change from time to time. Alinta Energy aims to continue doing all they can to help make energy more affordable for all Australian households.

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

#### Gas Meters

Customers with gas meters will have their meter read and be billed every 3 months in Western Australia.

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

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

Method	Details
Direct Debit	Via Direct Debit form or call (subject to Direct Debit T&Cs, available on the Alinta Energy website).
BPAY	Using the Alinta Energy biller code (2733) and payment number on the bill.
Bill Smoothing	Estimates the annual gas cost into 12 equal monthly instalments via Direct Debit, which can be paid monthly or fortnightly.
By Phone or Online	Pay via Credit or Debit card online or over the phone. A 0.7% surcharge will be applied to the next AE bill.
In Person	Pay at the post office by cash, cheque or Eftpos for no additional charge.
By Mail	Post a cheque with the payment options slip on the bill to the address shown.
Centre Pay	Direct Deduction service available through Centrelink.

## Customers can choose to receive their bills via post or email at no additional charge.

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

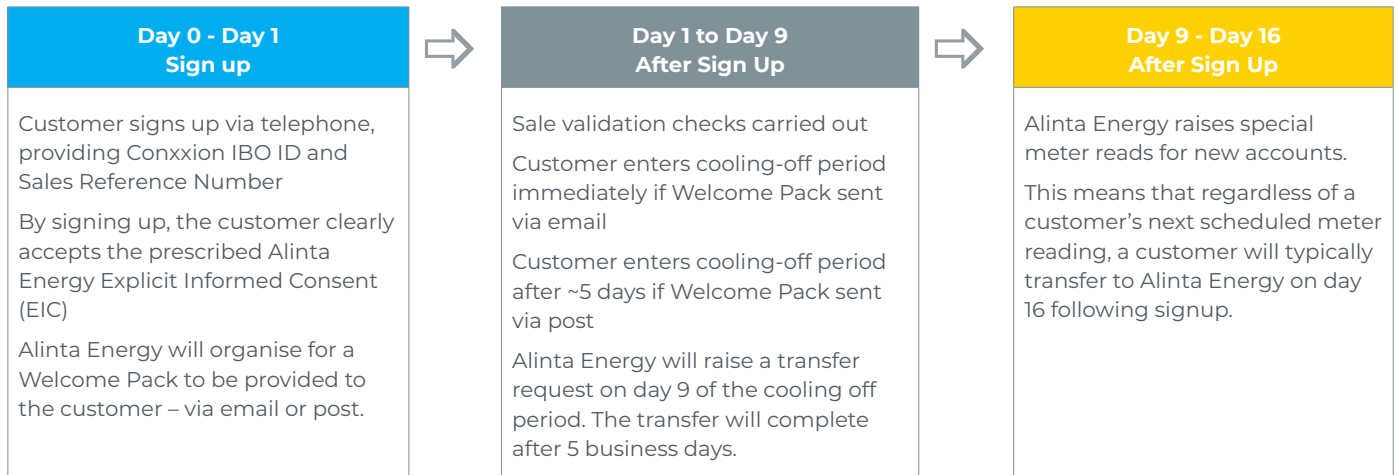
You can refer your customers to your Personal IBO Website to sign up to Alinta Energy services. Customers will be redirected to the Conxxion-dedicated Alinta Energy website and then instructed to call our dedicated WA team.

### 5. 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.

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

The transfer timelines for Residential gas customers in WA are:



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

Once the customer wishes to proceed with the offer and to allow the customer to proceed with the sign up, they will need to provide:

- their site address(es) which they intend to transfer to Alinta Energy
- a valid email address; and
- an active Australian telephone contact number

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

Customers can sign up using the same process even if they are moving properties.

## 9. 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 can be sent as a part of the Welcome Pack.

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

Eligible customers in Western Australia access their energy concession and rebate via Synergy, the government-owned electricity retailer. Concessions are not applied to gas accounts.

## 11. 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.

## 12. Do WA Gas customers require life support?

For WA Retail Gas sales, life support is not a required question as life support is relevant to electricity, not gas. This should be set up with their electricity provider.

## Post-Sign Up FAQs

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

Your customer will receive a confirmation email shortly after signing up via the dedicated Conxxion team, if they opted for a postal welcome pack, it may take up to 5 business days. From there, Alinta Energy will then commence the process to transfer their 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.

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

Your Conxxion referral customers are only eligible for the Fair Go 40 product.

**15. 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 13 58** to ask all questions relevant to their account.

**16. What happens if my customer misses a payment?**

Your WA customer may be charged a late payment fee.

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.

**Upgrades****17. How can I upgrade an existing Alinta Energy customer?**

Customers will utilise the same sign-up journey as above.

**18. What information does my customer need to upgrade?**

Existing Alinta Energy customers will need the same information as above in question 7.

**19. Who can perform an upgrade?**

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

**20. Where are upgrades available?**

Existing Residential Alinta Energy customers in WA can upgrade their Gas plan.

**21. What plan can I upgrade a customer to?**

Existing Alinta Energy customers can upgrade to the Fair Go 40 product.

**22. What if my customer is already on the Fair Go 40?**

As the Fair Go 40 product is the only Conxxion approved product, this customer will not be eligible for an "upgrade".

**23. What if my customer is on a higher product than the Fair Go 40**

Alinta Energy does not process an "upgrade" for customers on a better product than the Conxxion approved Fair Go 40.