

EAST COAST SALES CHECKLIST



Why Alinta Energy is a wise choice

Sure, a better energy offer is a good reason to choose us. But the truth is, it's not the only one.



Australian call centre help available

Our ACN-dedicated sales and support team is based in Perth and is here to help with all your customer queries. For your customers, our commitment to bringing Australians the best local support starts at our Morwell Customer Experience Hub. We also have call centres located in Melbourne and Perth.



Working on \$10bn sustainable investments

We're already making great progress. We built the Yandin Wind Farm and are working on new Australian renewables like the Oven Mountain Pumped Hydro project.



Trusted by over 1m Australians

With over 1 million customers, we have the experience to match. We've been looking after the energy needs of Australians for more than 25 years.



No exit fees

We work with our customers to find the right offer for their needs at any point in time – all our plans include no exit fees.



Exclusive rewards

Our customers can help themselves to discounts on movie tickets, entry to local attractions, gift cards for their favourite retailers and groceries, and more. Plus, they can enter fun competitions and even enjoy unique experiences on us.



Multi award winning

We've won Canstar Blue's Most Satisfied Customers – Small Business Electricity Providers award two years in a row for 2022 and 2023. We've also won a Mozo People's Choice award for Highly Trusted. Plus, in the Reader's Digest 2023 Quality Service Awards, we won Gold for Electricity Providers and Silver for Gas Suppliers.

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. Plus, gas for Residential customers in WA.

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.

3. Add meter details

Use the meter number entry fields on your Personal IBO Website to ensure your customer's order is processed without need for intervention.

4. Keep the phone handy

Once their order is submitted, your customer should be ready for a call from the Alinta Energy team to welcome them aboard!

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 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 – 6pm Monday to Friday and 8am – 12pm on Saturday (AEDT/AEST).