

# Advantages

by Alinta Energy

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# Managing your energy account in MyAccount is easy

MyAccount is easy to use anytime, anywhere. Access it to check your bills, update contact details or set up payment methods and frequency. Plus, you can now view your energy usage. See a snapshot of your usage on your dashboard or click View Details to compare up to 13 months of usage (if data is available). This information can help you budget and forecast for future bills and any known changes that may impact your consumption.

## What is energy usage?

Energy usage refers to the consumption or utilisation of energy to perform various activities and power the functions of machines, equipment and systems at a residential or business property.

## How is my usage consumption calculated?

Usage displayed is information provided by your distributor at the time your meter is read (either digitally or manually). This helps us indicate your average daily usage amount for the highlighted billing period.



## WIN 1 of 10 Woolworths Gift Cards valued at \$500 each

All Eligible Entrants that registered for MyAccount since 21 April 2022 will automatically be placed into the Draw to win 1 of 10 Woolworths gift cards valued at \$500 each\*. If you are not already registered for MyAccount you can activate your account at [alintaenergy.com.au/myaccount](https://alintaenergy.com.au/myaccount) where you will be automatically entered into the draw.

\*T&Cs apply, visit [alintaenergy.com.au/woolworths-competition](https://alintaenergy.com.au/woolworths-competition)



# Smoothing your energy costs is easy

SmoothPay is a tool that helps you take control of your bills in regular and manageable instalments throughout the year. With SmoothPay we can help you determine an automated estimate payment withdrawn either weekly, fortnightly or monthly. Having a known amount simplifies the process with a regular schedule, saving you time and hassle.

We use your energy usage history for the preceding 12 months to estimate your likely energy costs over the next 12 months and calculate your instalment amounts based on your preferred payment frequency. To get started, check the eligibility criteria and download the form at [alintaenergy.com.au/smoothpay](https://alintaenergy.com.au/smoothpay)

Whether you are in a residential property or are a small business owner, it's a great way to make budgeting for your bills easy and helps reduce the impact of seasonal energy usage. And there is no lock in period, so if you wish to cancel your SmoothPay arrangement at any time, simply get in touch.

As always, if you're experiencing difficulties paying your energy bill, please don't hesitate to reach out. We have a range of support options; from requesting a payment extension or receiving longer term financial assistance. For more information, head to [alintaenergy.com.au/paymentassistance](https://alintaenergy.com.au/paymentassistance)

## Choose from these hassle free payment options:



### Direct Debit

Direct Debit allows you to set and forget and establish automatic payments from your bank account, debit card or credit card. Set up direct debit at [alintaenergy.com.au/direct-debit](https://alintaenergy.com.au/direct-debit)



### Credit Card

By MasterCard, VISA or American Express card, either at [alintaenergy.com.au/paymybill](https://alintaenergy.com.au/paymybill) or by calling us on **13 37 02**

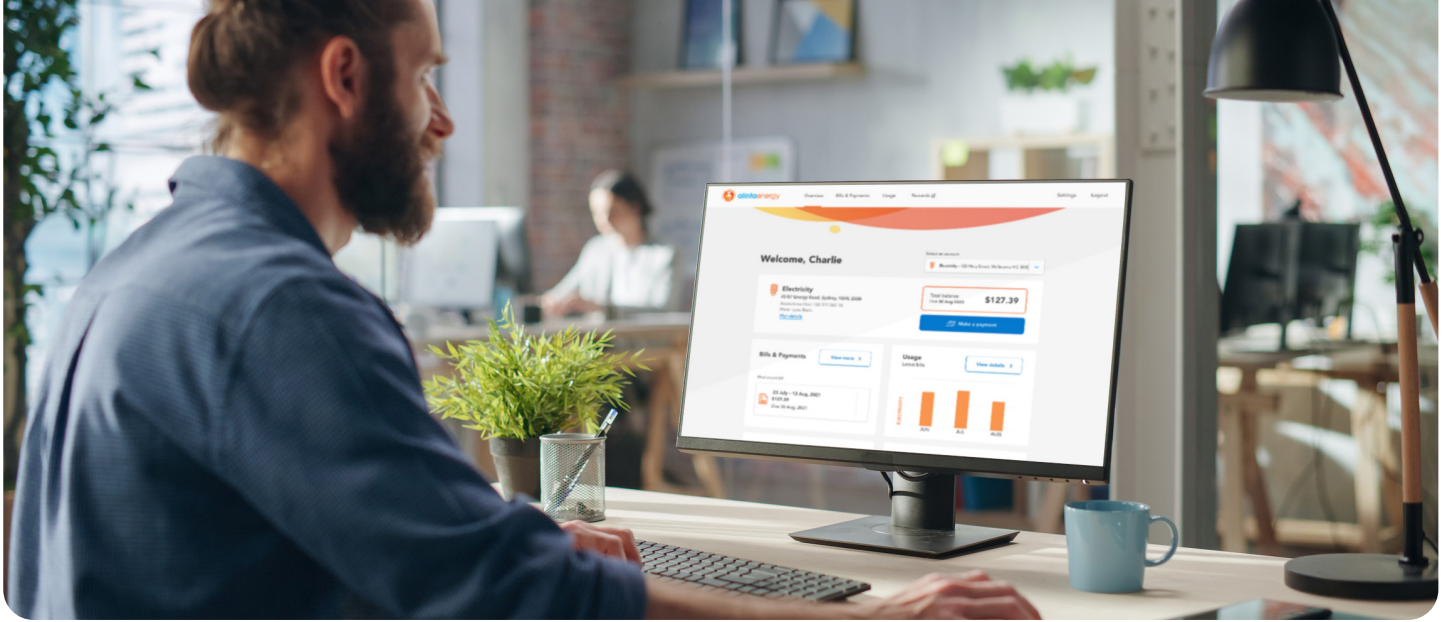
### BPAY



Pay your bill with internet or phone banking. Alinta Energy biller code: **168 930**. You can find your BPAY reference on your bill.

Alternatively, call our team on **13 37 02**, and select option 1 and then option 2 if you would like to discuss your payment options. For more ways to pay, visit [alintaenergy.com.au/paymybill](https://alintaenergy.com.au/paymybill)







# Staying on top of your energy use


Watching how much energy you use is a smart move for saving money and being more efficient. Look at the graph on your bill or in MyAccount. It shows how your energy use changes over time. In summer and winter, the energy use might be higher because of heating and cooling, while in spring and autumn, it's usually lower. Here are some smart ways to keep on top of your energy usage:

 **Track your usage**  
Review your bills over the last 12 months and note any significant changes in usage or costs. Try to identify the reasons behind those fluctuations. The best comparison is to compare your usage with the same period last year.

 **Compare the seasons**  
See if there are higher points in the graph during summer and winter compared to spring and autumn. This will show you when you use more energy throughout the year.

 **Conduct an energy audit**  
Identify areas where energy may be wasted. Check for air leaks, inefficient appliances and outdated insulation.

 **Energy monitoring devices**  
Smart meters provide real-time data on your energy consumption and can help you track energy usage more accurately. Alternatively, some energy monitoring devices can be installed on your electrical panel to measure energy usage.

 **Identify peak usage times**  
Observe patterns in energy usage to find peak times when energy consumption is highest. This information can help you plan energy-intensive tasks during off-peak hours when electricity rates are lower.

By understanding how and when energy is being used, you can identify areas for improvement and implement energy-saving measures. For more energy saving tips, visit [alintaenergy.com.au/managementbill](https://alintaenergy.com.au/managementbill)



Scan me

## Keep track of your energy with MyAccount

Plus, remember within MyAccount, you can also

- View and pay bills, update your details and access Alinta Energy rewards
- Change billing preferences
- Request a payment extension
- Track your energy usage
- Set up and manage direct debit

[alintaenergy.com.au/myaccount](https://alintaenergy.com.au/myaccount)



# Find what you need on your new-look bill

We're making it easier for you to read and understand your bill so you can better manage your energy usage and plan for changes. Soon you'll receive a new and improved-looking bill. With a clear layout and straightforward language, you'll be able to:

- Know how much you owe and when it's due
- Find a payment option to suit you
- See if your bill was an actual meter read or estimated data
- Identify your usage trends and charges
- Compare plans to see if we have a better offer for you

We'll be rolling out the new-look bill in the coming months and we'll make sure you are supported every step of the way.



## Striving towards a better future

When it comes to making choices that impact the environment, everyone has an important role to play, as the small steps we take today have big impacts on how we live tomorrow. Everyday things like using an appliance, taking a shower, or driving your car contribute to your carbon footprint and the amount of greenhouse gas emissions that you, your household, or even your business produces.

### How are we looking for ways to do better?

While fossil fuels are still part of Alinta Energy's generation to ensure reliable and affordable energy, we are serious about the transition to renewables.

By choosing our new carbon offset product, you can support Australian-based offset projects and help make a difference too.

### But what does carbon offsetting mean?

Put simply, carbon offsetting is where offset units are purchased by businesses to offset the carbon emissions that they have generated, to help reduce their carbon footprint. One carbon offset unit represents one tonne of carbon dioxide equivalent reduced or removed from the atmosphere. When businesses buy these units, they support projects that reduce or remove carbon emissions.

### How can we work together for a better future?

Our newly launched Carbon Balance plan enables you to offset the carbon emissions associated with your home or business electricity or gas usage. The carbon offset units 'balance' out the quantity of greenhouse gas emissions proportionate to the energy you buy from us. Plus, all offset units we buy support Australian-based projects so you can feel confident you're supporting projects that are making a difference locally.



Check to see if you're eligible and sign up today at [alintaenergy.com.au/carbonbalance](https://alintaenergy.com.au/carbonbalance).

### Need to get in touch?

 [acnfeedback@alintaenergy.com.au](mailto:acnfeedback@alintaenergy.com.au)

 **1800 314 672**  
Monday to Friday 8am-8pm and 9am-5pm (AEST) on Saturdays

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