

Introducing

**BetterDeal**



# What is BetterDeal?

Alinta Energy's new Residential electricity and gas offer. Featuring:

- **12-month Contract Term** – No lock-in contract
- **A great discount off usage and supply charges**
- **Plus Bonus Credits** - Where a customer hasn't received any bonus credit in the last 12 months.
- Available to new and existing Alinta Energy customers when customers agree to receive **e-communications** including their bills, and **bills monthly** (electricity smart meter customers only).



# Let's talk Residential offers

## VIC BetterDeal

Up to

# 22% off

less than the Victorian Default Offer\*

\*Based on a customer who consumes **4000 kWh** a year on a **single rate tariff** in the **Citipower** network. The lowest annual price is **\$1,225** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$100 in your first year.

## SA BetterDeal

Up to

# 5% off

the Default Market Offer\*

\*Based on a customer who consumes **4011 kWh** a year on a **single rate tariff** in the **SA Power Networks** network. The lowest annual price is **\$2,165** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$50 in your first year.

## NSW BetterDeal

Up to

# 15% off

the Default Market Offer\*

\*Based on a customer who consumes **3911 kWh** a year on a **single rate tariff** in the **Ausgrid** network. The lowest annual price is **\$1,553** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$100 in your first year.

## QLD BetterDeal

Up to

# 15% off

the Default Market Offer\*

\*Based on a customer who consumes **4613 kWh** a year on a **single rate tariff** in the **Energex** network. The lowest annual price is **\$1,674** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$50 in your first year.



alintaenergy

That's better™

# Victoria

## BetterDeal Electricity

Up to

# 22% off

less than the Victorian Default Offer\*

\*Based on a customer who consumes **4000 kWh** a year on a **single rate tariff** in the **Citipower** network. The lowest annual price is **\$1,225** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$100 in your first year.

## BetterDeal Electricity

Plus

# \$100 Bonus Credit

**If you haven't received any bonus credit in the past 12 months.^**

Electricity credit applied to first BetterDeal bill

## BetterDeal Gas

Up to

# 12% off

The BetterDeal variable gas usage and supply charges (which reflect the variable Standing Offer rates)

## BetterDeal Gas

Plus

# \$100 Bonus Credit

**If you haven't received any bonus credit in the past 12 months.^**

Gas credit applied to first BetterDeal bill



# New South Wales

## BetterDeal Electricity

Up to

# 15% off

the Default Market Offer\*

\*Based on a customer who consumes 3911 kWh a year on a single rate tariff in the Ausgrid network. The lowest annual price is \$1,553 incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$100 in your first year.

## BetterDeal Electricity

Plus

# \$100 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Electricity credit applied to first BetterDeal bill

## BetterDeal Gas

Up to

# 20% off

The BetterDeal variable gas usage and supply charges (which reflect the variable Standing Offer rates)

## BetterDeal Gas

Plus

# \$100 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Gas credit applied to first BetterDeal bill



energy

s better™

# Queensland

## BetterDeal Electricity

Up to

# 15% off

the Default Market Offer\*

\*Based on a customer who consumes **4613 kWh** a year on a **single rate tariff** in the **Energex** network. The lowest annual price is **\$1,674** incl GST. Your bill will differ based on your usage.^If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$50 in your first year.

## BetterDeal Electricity

Plus

# \$50 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Electricity credit applied to first BetterDeal bill

## BetterDeal Gas

Up to

# 20% off

The BetterDeal variable gas usage and supply charges (which reflect the variable Standing Offer rates)

## BetterDeal Gas

Plus

# \$50 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Gas credit applied to first BetterDeal bill



intaenergy

that's better™

# South Australia

## BetterDeal Electricity

Up to

# 5% off

the Default Market Offer\*

\*Based on a customer who consumes **4011 kWh** a year on a **single rate tariff** in the **SA Power Networks** network. The lowest annual price is **\$2,165** incl GST. Your bill will differ based on your usage.^ If eligible for the bonus credit (i.e. we haven't given you any bonus credit in 12 months) this reduces the lowest annual price by \$50 in your first year.

## BetterDeal Electricity

Plus

# \$50 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Electricity credit applied to first BetterDeal bill

## BetterDeal Gas

Up to

# 16% off

The BetterDeal variable gas usage and supply charges (which reflect the variable Standing Offer rates)

## BetterDeal Gas

Plus

# \$50 Bonus Credit

**if you haven't received any bonus credit in the past 12 months.^**

Gas credit applied to first BetterDeal bill



**intaenergy**  
that's better™

# What's New?

**Contract Term:** BetterDeal is a 12-month contract term (no lock-in contracts). Customers will be notified prior to their end of contract date which explains to a customer their options on what to do next, including a link to other available offers.

**BetterDeal Rates:** BetterDeal comes with a discount off usage and supply (exc. Solar FiTs and Demand Charges). Rates are variable and reflect the current Alinta Energy Standing Offer rates.

**Bonus Credits:** Available to new and existing customers if they have not received any bonus credit within the last 12 months.

**e-Communications:** BetterDeal Customers must agree to receive all communications via email, including their bills.

**Monthly billing:** Electricity customers must agree to receive bills monthly (applicable where the customer has a smart meter).



# FAQs

**What is the BetterDeal plan?:** BetterDeal has a discount off the variable electricity / gas usage and supply charges (which reflect the variable Standing Offer rates) for a 12-month contract term - provided you choose e-communications (including bills) and monthly billing (electricity smart meter electricity customers only). Plus, BetterDeal comes with bonus electricity and gas credits (where the customer is eligible).

**Does BetterDeal have a contract term?:** Yes, BetterDeal has a 12-month contract term, as long as you continue to remain on e-communications (including bills) and monthly billing (for electricity smart meter customers only).

**How do the BetterDeal bonus electricity and gas credits work?:** The bonus credits will be automatically applied to your first electricity and gas bills, provided you have an active energy account with us and are still on the BetterDeal plan at that time. The bonus credit will appear on your first bill as "Promotional Credit".

Please note: Bonus credits, regardless of plan, can only be applied once in any 12-month term and can't be transferred or exchanged for, or paid out as cash. If you are an existing customer and have received a bonus credit in the last 12 months, you are ineligible to receive additional bonus credits.



# FAQs

**What happens if my email is incorrect:** If an email address is incorrect, or if an email bounce back is received for any reason, this will cause the end of contract process to commence. Should this occur, we will notify customers and provide 30 business days to take action.

**What happens when the BetterDeal discount ends after 12 months?:** Prior to your BetterDeal contract term ending, we'll be sure to reach out to you via email to let you know when your BetterDeal plan is coming to an end (approximately 30 business days prior to the contract end date). The notice will provide details on next steps, including instructions on how to take up a new market offer plan.

If you decide not to change your plan by the end of contract date, you will be automatically changed to the Standing Offer (a link to our standing offer rates will also be provided as part of the notice) and our best offer messaging will continue to appear on your bill where applicable.

**What happens if I sign up to BetterDeal and have a electricity smart meter installed?:** If you currently have a basic meter with quarterly billing, and choose to upgrade to a smart meter, which is monthly billing compatible, we'll move you to monthly billing and you'll continue to remain on the BetterDeal plan for the remainder of your contract term, provided you stay on monthly billing and receive e-communications.



# We've still got the same great perks



Switch in a few  
minutes



Dedicated ACN  
call centre



No lock-in contract  
or exit fees



Keep track of your  
energy with  
MyAccount



Alinta Energy  
Rewards



# Who to call and when...

## Call Centre Hours (AEDT)

Monday – Friday: 8am – 6pm

Saturday: 8am – 12pm

## Dedicated ACN Line

**1800 314 672**

### Pre Sign Up

- Confirm available rates
- Perform an upgrade
- Comparisons
- Product & sales related questions
- Vulnerable customers
- Unable to complete signup online
- Translation services

## Customer Care Line

**13 37 02**

### Post Sign Up

- Ask questions after signing up
- Cancel an account
- Discuss an aspect of the offer
- Enquire about the transfer
- Billing enquiries