

Are you eligible for energy assistance?

You may be eligible for an energy concession or assistance under the Hardship Utilities Grant Scheme (HUGS), a Western Australian Government-funded initiative. Further information regarding HUGS and other Government assistance schemes can be found at concessions.wa.gov.au or call us on **13 13 58**.

Complaints

We want to make sure you enjoy being a customer of ours and welcome feedback, be it positive or negative. So if you are not happy with any aspect of our products or services or if you want to make an enquiry, please let our team know as soon as possible so that we can address the issue. You can do this in a number of ways:

- complete the Customer Enquiry form available on our website
- call us on **1800 677 945** (free call from a land line). Normal charges apply for calls initiated from a mobile phone
- email your feedback or complaint to customer.complaints@alintaenergy.com.au
- post your comments to:

Alinta Energy
Attention – Customer Complaints
Locked Bag 55
Perth BC WA 6849

We will endeavour to resolve your enquiry or complaint during our initial conversation with you. If we are unable to resolve the complaint in the first instance, it will be escalated. Our complaints handling process can be found on our website at alintaenergy.com.au

If you are not satisfied with the response or outcome and would like the matter escalated further, you can contact the Energy Ombudsman on:

- phone: **1800 754 004 or 08 9220 7588**
- mail: **PO Box Z5386 Perth WA 6831**
- website: ombudsman.wa.gov.au/energyandwater/

Emergencies and Faults

In the case of faults and emergencies (such as, no natural gas supply, or smell of natural gas), please call the gas distributor (ATCO Gas Australia) on **13 13 52**. This line is available 24 hours every day (local call fee from anywhere in the state excluding mobiles).

Gas Safety

Details regarding safety in the use of gas can be found on our website at alintaenergy.com.au

Interpreter Service

A telephone interpreter service is available free of charge. To use the service, please call **1300 19 55 75**. This service is for customers who do not use English as their first language.

National Relay Service

Customers who are hearing impaired can contact us via the Telephone Typewriter (TTY) National Relay Service on **13 36 77**.

All about our Fair Go 25

Offer Details Fair Go 25



Supply Location – Supply address must be within the Coastal (Metropolitan) region.

Discount Period – Three years (or if extended by Alinta Energy, three years plus the extended period).

Early Termination Fee – No early termination or exit fees.

Billing Frequency – Quarterly.

Payment Methods – Quarterly direct debit, monthly payment smoothing via direct debit, or any other method specified on the bill.

Discount Period Price – You will receive a discount of 25% off the usage component of the standard residential price.

Price component (residential customers)	Prices including GST*	25% discount applied
Usage charge – for the first 12 units used on average per day	15.18 cents per unit	11.39 cents per unit
Usage charge – for each additional unit used on average per day	13.69 cents per unit	10.27 cents per unit
Supply charge	21.98 cents per day	21.98 cents per day
Account Service Fee	7.14 cents per day	7.14 cents per day

* Prices as at 01 July 2019 for the Coastal [Metropolitan] region. Prices are subject to change in accordance with the relevant regulations and relevant codes.

Cooling-Off Period

10 business days which commences:

- at the start of the first business day after the day on which you signed this contract; or
- at the start of the first business day after the day on which you receive a copy of our Gas Supply Residential Market Contract and Fair Go 25 Offer Details (if the contract was negotiated by telephone).

If you wish to cancel your contract inside the cooling-off period you or another person authorised on your account can contact us personally by telephone on **13 13 58** or by sending us the notice included in your Gas Supply Residential Market Contract by post, fax or email. We are not required to otherwise accept a cancellation from an agent acting on your behalf. More details, including where to send your cancellation notice, are set out in our Gas Supply Residential Market Contract.

Variations in Price

The price applicable to this offer is based on the standard residential price as approved by the Western Australian Government and is subject to change. If we change our prices we will give you notice of any variations in accordance with the terms and conditions.

Commencement Date

The contract will come into effect on the day that you accept our Fair Go 25 offer to supply you gas. Although your contract may have begun we will not start supplying gas to you until after the cooling-off period has expired and we have become financially responsible for your supply address in accordance with relevant codes and relevant regulations.

Your 25% discount shall be applied to your gas consumption from the date we start supplying you with gas.

If you are a current customer of Alinta Energy, the Fair Go 25 offer will apply from the day you accept our offer.

Termination & Transferring

The contract continues until terminated in accordance with clause 24 of our Gas Supply Residential Market Contract. At the end of the Discount Period, you will remain on our Gas Supply Residential Market Contract and be subject to the standard residential price, unless the Discount Period is extended by Alinta Energy, in which case these Offer Details will continue to apply together with the Gas Supply Residential Market Contract until the end of the extended Discount Period. You cannot transfer the contract to another person, another account, or another address. If you default on payment, Alinta Energy may elect to terminate this offer, in which case you will be subject to the standard residential price and the terms of our Gas Supply Standard Form Contract will apply.

Fees and Charges

You can obtain a copy of the fees and charges (including dishonour fee and reconnection fee) that we can charge you under this offer by contacting us on **13 13 58** or by visiting our website.

Accounts (Billing Frequency)

You will receive your bill approximately once every three months via email, or if you have requested paper bills, via post, to the address that you provide to us.

Electronic Transactions

By providing your email address, you consent to receiving information relating to your contract with us by email.

By nominating to pay your bill via direct debit from a nominated bank account or credit card, you consent to the amount notified to you being withdrawn from your bank account or charged to your credit card on the due date as stated in your bill.

Marketing and Communications

From time to time we will let you know about our products and offers even after you cease being a customer (unless you tell us otherwise). If at any time you decide you do not wish to receive this information please let us know by contacting us on **13 13 58** or emailing us at customer.services@alintaenergy.com.au. We will continue to provide you with this information until you tell us otherwise.

If you have provided us with your email address and/or mobile number, you agree to receive communications (including marketing material) by email and/or phone unless you tell us otherwise. You can let us know by contacting us on **13 13 58** or emailing us at customer.services@alintaenergy.com.au.

Gas Customer Code

As a licensed gas supplier, we comply with the Compendium of Gas Customer Licence Obligations ("Compendium") and the Gas Marketing Code of Conduct ("Code"), which together are known as the Gas Customer Code.

The Gas Customer Code performs the following functions:

- defines the standards of conduct for the marketing of gas to customers to protect you from undesirable conduct; and
- regulates our obligations as a gas retailer.

A copy of the Code and the Compendium can be found on our website at alintaenergy.com.au

Need assistance paying your bill?

Life can sometimes throw challenges your way. If you are having trouble paying your bill by the due date, let us know as soon as possible. The best way to do this is by calling our customer service centre on **13 13 58** and our team will be happy to talk you through the options available. This may include offering you additional time to pay, an instalment payment plan or other arrangements. Our Hardship Policy can be found on our website or call us on **13 13 58** and we will provide a copy to you.