

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.

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**.

Kayo Subscription Terms

This offer is only available if you have an active email address that is provided at the time you sign up for your Sports Pack Gas Plan offer.

By signing up to this offer you agree to be bound by and accept Kayo's terms and conditions. Full terms and conditions are available at <https://help.kayosports.com.au/s/terms-and-conditions>.

In order to activate the Kayo subscription, you must redeem your unique voucher code via the Kayo sign up portal. One unique voucher code will be provided per active Sports Pack Gas Plan account to the email address provided at sign up. You have up to 2 months to activate your subscription.

At the end of your complimentary access period the Kayo subscription will automatically renew at the relevant subscription fee, unless you cancel through your Kayo My Account portal. If you do not cancel, Kayo will automatically renew your subscription and your nominated credit card will be charged.

You are responsible for all costs arising from the use of the Kayo service other than the monthly subscription fee for the first 12 months (provided you continue to have an active Sports Pack Gas Plan with Alinta Energy). This includes, without limitation, all browsing/data charges and internet costs which may vary depending on your provider and the content downloaded.

Alinta Energy is not responsible and cannot guarantee the quality, reliability, functionality or content on the Kayo subscription and Streamotion software. By accepting this offer and using the Kayo subscription service you accept Kayo's terms and conditions (and any changes to them).

This offer cannot be applied in conjunction with other Kayo Sports offers. If you're currently enjoying another Kayo Sports offer, applying this offer will override the existing offer. This offer is not available through third party billing platforms, including Apple. If you're a new Kayo customer, you can't add this offer to Pay with Telstra. A valid credit card is required to complete a Kayo subscription and use of the Kayo service requires a compatible device.

All about our Sports Pack Gas Plan

Offer Details Sports Pack Gas Plan



Eligibility

This Sports Pack Gas Plan is only available to customers that provided an email address as part of their sign up with a supply address within the Coastal (Metropolitan) region.

Subscription Period – 12 months

Subscription Details - You will receive a complimentary Kayo Basic subscription for up to 12 months from the date of redemption or you can upgrade to the Kayo Premium subscription for an additional \$10 (including GST) per month, provided you have an active Alinta Energy Sports Pack Gas Plan account, on the Kayo Subscription Terms set out on the final page of these Offer Details.

Early Termination Fee – No early termination or exit fees. However, Alinta Energy will cease to cover the cost of your Kayo Basic subscription (or the relevant portion of your Kayo Premium subscription) if you no longer have an active Alinta Energy Sports Pack Gas Plan account.

Billing Frequency – Quarterly.

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

Price component (residential customers)	Sports Pack Prices GST inc.
Usage charge – for the first 12 units used on average per day	13.81 cents per unit
Usage charge – for each additional unit used on average per day	12.46 cents per unit
Supply charge	21.98 cents per day
Account Service Fee	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 Sports Pack Gas Plan 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 set out in these Offer Details and is subject to change. If we change our prices we will give you notice of any variations in accordance with our Gas Supply Residential Market Contract.

Commencement Date

The contract will come into effect on the day that you accept our Sports Pack Gas Plan 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. The rates set out in these Offer Details will 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 rates set out in the Offer details will apply from the day you accept our offer.

If you sign up to this Sports Pack Gas Plan through Alinta Energy's website the Kayo redemption code will be emailed to you within 2 business days. If you did not sign up to this Sports Pack Gas Plan through Alinta Energy's website the Kayo redemption code will be emailed to you following expiry of the statutory cooling off period. Your Kayo subscription will commence once redeemed by you through the Kayo Sign Up Portal for new Kayo customers or Kayo My Account for existing Kayo customers. You must redeem your Kayo Basic subscription within two months of receiving the redemption code via email before it expires.

Termination & Transferring

The contract continues until terminated in accordance with clause 24 of our Gas Supply Residential Market Contract. At the end of the Subscription Period, you will remain on our Gas Supply Residential Market Contract at the price set out in these Offer Details, however you will no longer receive the Kayo paid subscription as outlined in these Offer Details. If the Subscription Period is extended by Alinta Energy, these Offer Details will continue to apply together with the Gas Supply Residential Market Contract until the end of the extended Subscription Period. You may terminate your Kayo subscription early through the My Account feature in Kayo. However, if you choose to terminate your Kayo subscription early the subscription is not transferable and you will forfeit any remaining complimentary access to Kayo.

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 gas price and the terms of our Gas Supply Standard Form Contract will apply and Alinta Energy will cease paying your Kayo subscription as outlined in the Subscription Details.

If you do not cancel your Kayo subscription at the end of the Subscription Period, or if you or Alinta Energy cancel your Sports

Pack Gas Plan before the end of the Subscription Period, or if your supply is disconnected, Kayo will automatically renew your subscription and your nominated credit card will be charged.

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