

all customers deserve a fair go

Continuous Energy Program
(Hardship Policy)



alintaenergy
keeping it fair

an understanding

Alinta Energy values positive relationships with our customers. We recognise there may be times when you may not be able to pay your bill as a result of short term payment difficulties or long term financial hardship.

If you are experiencing difficulty in paying your bill by the due date, we encourage you to call us on **13 13 58** as soon as possible. If you are experiencing payment problems you may request a temporary suspension of actions.

You can also call us on this number if you would like more information about our Continuous Energy Program. Our friendly team is trained to assist you.



a range of options

Financial Hardship may be caused by (but is not limited to):

- Loss of primary income.
- Spousal separation or divorce.
- Physical and mental health issues.
- Loss of a spouse or loved one.
- Chronically ill child.
- Domestic violence.
- Low income budget management issues.
- Unforeseen factors reducing a customer's capacity to pay.

If you are experiencing payment difficulties or financial hardship, we have a range of options available to assist you, including:

- Additional time to pay.
- Temporary suspension of recovery actions on your account.
- Instalment payment plans, including the revision of an existing plan or payment extension.
- Alternative payment options, including Centrepay or Income Management or payment in advance, in addition to regular payment options.
- Referral to a free local and registered Financial Counselling Service.
- Ability to redirect your bill to a third person.
- Access to the Hardship Utilities Grant Scheme (HUGS).
- Reduction and/or waiver of fees, charges and debt.
- Information on concessions and rebates.
- Information about energy efficiency.

a program to help

Our Continuous Energy Program has been developed in consultation with financial counsellors. The Continuous Energy Program allows you to continue to use energy without risk of disconnection if you participate in the program.

Your participation includes meeting the program criteria, making and attending financial counselling appointments, making regular affordable payments towards your bill and keeping Alinta Energy informed of your changing circumstances.

If you are experiencing difficulty in paying your bill by the due date, we encourage you to contact us as soon as possible and we will work with you to find a solution.



a commitment to you

Alinta Energy is committed to treating all customers on a case by case basis and will consider all available options. Alinta Energy will rely on the assessment of your financial counsellor to determine what you can afford. We will work with you or your nominated representative towards a mutually agreeable solution that suits your circumstances.

We will ensure you are treated sensitively and with respect.

feedback

We want to make sure you enjoy being a customer of ours and welcome feedback, be it positive or negative. You can do this in a number of ways:

- call us on **1800 677 945** (free call from a land line). Normal charges apply for calls initiated from a mobile phone
- log your feedback or complaint at **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. Full details of our complaint handling policy 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/energy/**

contact us

Free call:

13 13 58

(Monday – Friday 8am-5pm
except public holidays)

Online:

www.alintaenergy.com.au

Email:

customer.services@alintaenergy.com.au

TTY:

National Relay Service 13 36 77



Telephone Interpreter Service

13 14 50

(TIS National)

Large print copies of this brochure are
available on request.

Alinta Sales Pty Ltd trading as Alinta Energy
ABN 92 089 531 984

Locked Bag 55 Perth WA 6849

T 13 13 58

F 08 9486 3346

E customer.services@alintaenergy.com.au

