

All about our Fair Go 35

Offer Details
Fair Go 35



alintaenergy

Offer Name – Fair Go 35

Energy Plan – The Energy Plan consists of the Offer Details and our Gas Supply Residential Market Contract.

Eligibility – Only available to residential customers with a supply address within the Coastal (Metropolitan) region.

Benefit – You will receive a discount of 35% off the usage – component of our standard residential price.

Benefit Period – 2 years (or if extended by Alinta Energy, 2 years plus the extended period).

Early Termination Fee – No early termination fees.

Exit Fee – No exit fees.

Billing Frequency – Quarterly.

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

Your Gas Rates	Rates including GST*	35% discount applied
Usage charge – for the first 12 units used on average per day	16.83 cents per unit	10.94 cents per unit
Usage charge – for each additional unit used on average per day	15.19 cents per unit	9.87 cents per unit
Supply charge	24.39 cents per day	24.39 cents per day
Account Service Fee	7.64 cents per day	7.64 cents per day

*Rates as at 10 July 2023. Rates are subject to change in accordance with the relevant regulations and relevant codes

Cooling-Off Period

If this is an unsolicited consumer agreement as set out in Australian Consumer Law and:

- if the agreement was negotiated by telephone – the period of 10 business days starting at the start of the first business day after the day on which you received a copy of this contract; or
- if the agreement was not negotiated by telephone – the period of 10 business days starting at the start of the first business day after the day on which this agreement was made.

If you wish to cancel the Energy Plan inside the cooling-off period you can contact us by telephone on **13 13 58** or by sending us the notice included in the Energy Plan. We are not required to accept a cancellation from an agent acting on your behalf. More details, including where to send your cancellation notice, are set out in the Energy Plan.

Variations in Rates

The rates applicable to this Energy Plan are set out in the table above and are subject to change. If we change the rates we will give you notice of any variations in accordance with the Energy Plan.

Commencement Date

The contract will come into effect on the day that you accept the Energy Plan. Although your contract may have begun, we will not start selling 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.

Termination & Transferring

The contract continues until terminated in accordance with the Energy Plan. At the end of the Benefit Period you will remain on the Energy Plan and be subject to our standard residential price.

You cannot transfer the contract to another person, another account, or another address.

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 the Energy Plan by contacting us on **13 13 58** or by visiting our website at alintaenergy.com.au/wa-pricing.

Billing Frequency

You will receive your bill approximately once every 3 months via email, or if you have requested paper bills, via post, to the address that you provide to us.

Marketing and Communications

Unless you opt-out of receiving marketing messages, we and/or our business partners may let you know about our products and offers, even after your contract ends. To stop receiving our marketing communications, you can opt-out at any time by contacting us on **13 13 58** or by emailing customer.services@alintaenergy.com.au.

You may also choose to stop receiving SMS or emails by unsubscribing using the links provided in any marketing SMS or email you receive from us. After you opt-out of receiving marketing communications, you will continue to receive service communications via email about your account.

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:

- define the standards of conduct for the marketing of gas to customers to protect you from undesirable conduct; and
- regulate 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 us 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 Alinta Assist Hardship Policy can be found on our website at alintaenergy.com.au 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. Call us on **13 13 58** to find out if you are eligible.

Privacy

Our Privacy Policy describes the steps we take to ensure that any personal information held by us about you is dealt with in a confidential manner.

A copy of our Privacy Policy is available on our website at alintaenergy.com.au/privacy, or you can request a copy by contacting us on **13 13 58**.

Feedback

We want to make sure you are satisfied 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 **13 13 58** (local call fee from anywhere in WA excluding mobiles)
- complete the customer enquiry form on our website at **alintaenergy.com.au**
- send an email 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. 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, you can contact the **Energy and Water Ombudsman**:

- phone: 1800 754 004 (free call) or 08 9220 7588
- mail: PO Box Z5386 St Georges Terrace Perth WA 6831
- email: energyandwater@ombudsman.wa.gov.au
- website: energyandwater.ombudsman.wa.gov.au

Emergencies and Faults

In the case of faults and emergencies (such as no gas supply, or you can smell gas), please call the gas network operator, ATCO, on **13 13 52**. This line is available 24 hours a day, 7 days a week (local call fee applies from anywhere in the state excluding mobiles).



Telephone Interpreter Service
1300 19 55 75



National Relay Service (TTY)
13 36 77

Comparison Guide

The Energy Plan consists of our Gas Supply Residential Market Contract and the Offer Details. The Energy Plan is a non-standard contract.

There are some differences between the Energy Plan and our Gas Supply Standard Form Contract which include:

	Standard Form Contract	Energy Plan
Rates	You will pay the standard residential price.	You will pay the rates set out in 'Your Gas Rates' table in the Offer Details.
Benefit Period	There is no defined benefit period.	The benefit period is set out in the Offer Details.
Changing the Terms and Conditions	We can change the terms and conditions without your consent but we must submit any proposed changes for approval by the Economic Regulation Authority.	We can change the terms and conditions. If you do not agree with any amendment to the terms and conditions you can end the contract.
Offers and Promotions	No offers or promotions are available.	We can make available to you offers and promotions. If you choose to accept any offer or promotion the terms of that offer or promotion will be incorporated in and form part of the terms and conditions of the Energy Plan.

