

# Advantages

by Alinta Energy

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Winter 2020



alintaenergy



# Local support when it matters

## keeping you connected during COVID-19

There are a lot of changes across the world right now, but what hasn't changed is our commitment to provide you with reliable service and support.

Like many other businesses, we are focused on the health and safety of our staff and customers while doing what we can to ensure minimal impact to the service you receive.

### Support available if you need

If you're experiencing any issues or challenges with paying your next bill, we've broadened the support we offer to ensure you stay connected.

To see how we can help, visit [alintaenergy.com.au/covid](https://alintaenergy.com.au/covid).

### Local service

Our local team are ready to answer your calls during our usual operating hours – Monday to Friday 7am to 7pm, and Saturdays 8am to midday. You can reach us on **13 13 58**.

We might have delays from time to time – we appreciate your patience if this occurs.

For our latest updates and information, go to [alintaenergy.com.au/covid](https://alintaenergy.com.au/covid).

## Have you registered for MyAccount?

### With MyAccount you can:

- Manage your energy bills and payments
- Set up automated direct debit payments
- Review your energy usage and history
- Access to Alinta Energy Rewards

To register visit [alintaenergy.com.au/myaccount](https://alintaenergy.com.au/myaccount)

# Save on your gas bill this winter

To help you take the edge off your winter bill, we're here with a few tips and tricks we've learned over the last 25 years providing gas to WA homes and families.

### Hot water usage

#### 1. Go Eco

Most washing machines and dishwashers will have an "eco" mode, which washes clothes or dishes for a shorter time at a lower temperature.

#### 2. Time your showers

Shorter showers can help you keep your gas bill under control – and they can even be better for your skin.

#### 3. Switch your shower head

You can save even more hot water by switching to a low-flow shower head.

### Heating

#### 4. Heat the rooms you use

Close rooms you're not using, so you only heat the rooms that are in use.

#### 5. Set your heating to the right temperature

Every degree can make a difference – so set your thermostat to a comfortable temperature so you don't overheat your room (and bill).

#### 6. Draught-proof your home

Draught-proof your home by sealing any gaps or cracks to stop heated air from escaping.

#### 7. Close curtains and doors

If double-glazing isn't an option, the next best thing is to keep curtains or blinds closed when you're not home to keep the warm air in.

### Cooking

#### 8. Use the fan-force

If your oven has a fan-force option, use this for your cooking. Most recipes will give the option to cook fan-forced at a lower temperature setting, which results in savings on your gas bill.

#### 9. Cook what you need or store it for later

If you're cooking on the gas top, keep lids on pots and pans and use the right sized pot for hob.

## Hassle free payment options

You can choose to pay your bill by:

### Quarterly direct debit

The total amount of your Alinta Energy bill is paid automatically from your nominated bank account or credit card quarterly. Set up direct debit easily via [alintaenergy.com.au/myaccount](https://alintaenergy.com.au/myaccount)

# Giving back with our new Community Development Program

Recently we launched a Community Development Program, designed to make a positive and lasting contribution across communities within Australia.

We've committed to contribute up to \$500,000 every year for the next five years - that's up to \$2.5 million donated to great organisations and projects that are striving to better their communities.

There are three ways our Community Development Program will give back each year:

## 1. Community grants

Up to \$200,000 each year will be offered to grass roots organisations and any projects that will have a positive impact on either social disadvantage or environmental sustainability.

We're opening our grant for any registered local not-for-profit organisations to apply for up to \$20,000 to assist with the completion of their project.

If you're interested in applying, or know a not-for-profit that may benefit from applying, you can submit a grant application form at any time. Our selection process occurs every six months, with our current round closing on the 30 October 2020. Any applications received after October will be considered during our next selection period.

## 2. Community partnerships

Up to \$250,000 will be donated each year to national organisations that we recognise as doing amazing work in supporting communities across Australia. These three organisations are The Salvation Army Australia, Foodbank, and Conservation Volunteers Australia.

## 3. Community donations

Each year, we'll distribute \$50,000 between our power generation facilities across the country so they can support positive activities within their local communities.

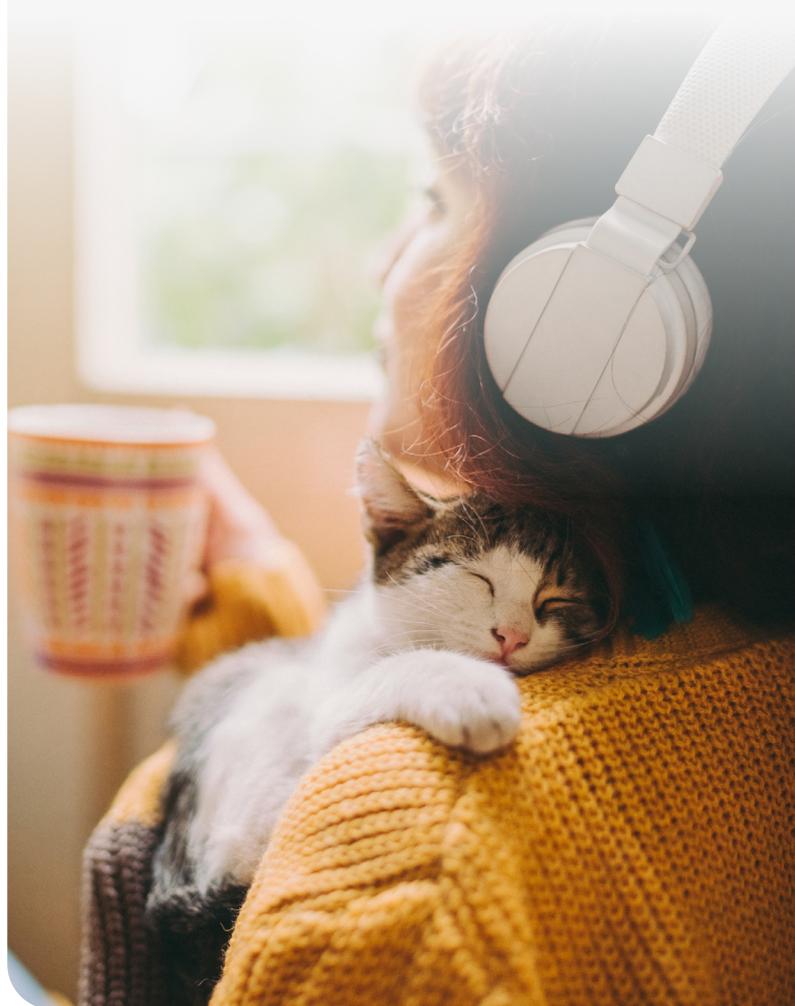
For more information about the grant application process or about the Community Development Program, visit [alintaenergy.com.au/community-grants](https://alintaenergy.com.au/community-grants).

# Be rewarded with savings on more than gas

We are also here to support our customers with some great discounts on your favourite online Aussie retailers.

Whether it's saving on groceries, staying active at home with deals from Lorna Jane, New Balance and Rebel Sport, or keeping the family entertained with games and electronics from JB Hi-Fi – we have savings for all.

To find out more go to [alintaenergy.com.au/rewards](https://alintaenergy.com.au/rewards).



## Credit Card

By MasterCard, VISA or American Express card, either at [alintaenergy.com.au/paymybill](https://alintaenergy.com.au/paymybill) or by calling us on **133 702**.

## BPAY

Pay your bill with internet or phone banking. Alinta Energy biller code: **168 930**. You can find your BPAY reference on your bill

## Bill smoothing

Your total annual account is split into 12 equal monthly payments, which is then automatically deducted from your nominated bank account or credit card each month.

Call our team on **133 702**, and select option 4 if you would like to discuss your payment options. For more ways to pay, visit [alintaenergy.com.au/paymentoptions](https://alintaenergy.com.au/paymentoptions)

# People power

Every one of our employees plays an important part in our ongoing commitment to providing exceptional service to our customers.



**Renae Wade,**  
Hardship Team Leader

## Tell us about what you do?

My role as the Hardship Team Leader at Alinta Energy is to support each member of my team to make sure we are providing the best experience for our customers in their time of need, especially during COVID-19.

## What do you enjoy most about your role and working for Alinta Energy?

The best part of my role is speaking with customers who have successfully completed our Hardship Program and the impact that we make in the community – which we strive for on every call. Our customers rely on us to give them peace of mind and reassurance in one of the most challenging times in their lives.

## When you're not working during the day at home, what do you get up to?

I'm a mum of three incredible children and a cheeky new puppy who all love to adventure when it's their 'time' with Mum. We enjoy our weekends by going to the beach, having picnics, bush walks and watching the mighty Hawthorn (outside of COVID-19).

During the time in lockdown we have rediscovered the simple things like relaxing, reading a good book, going for walks and reconnecting as a family, which we are very thankful for.

# Win free gas for a year\*

It's simple and easy to enter at  
[alintaenergy.com.au/freegas](https://alintaenergy.com.au/freegas).

Terms and conditions apply. Based on an average annual bill of \$680 (incl GST). Prize valued up to \$2,500 (incl GST).



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## Need to contact us

Feedback and Enquiries: Visit [alintaenergy.com.au](https://alintaenergy.com.au)  
or call **13 37 02** 8am – 9pm weekdays and  
9am – 6pm on Saturdays