

A commitment to you

Alinta Energy is committed to treating all customers on a case-by-case basis and will consider all available options. We will work with you or your nominated representative, such as a financial counsellor, towards a mutually agreeable solution based on what you can afford and that suits your circumstances.

We will ensure you are treated sensitively and with respect.

Any information you disclose to us and we hold about you will be treated confidentially and in accordance with our Privacy Policy, which you can find on our website at alintaenergy.com.au/privacy or phone us on **13 13 58** and ask for a copy.

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:**

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

Contact us

Telephone **13 13 58**
Monday – Friday 8am to 6pm and
Saturdays 8am – 12pm
(Local call fee from anywhere in WA
excluding mobiles)

Online:
alintaenergy.com.au

Email:
customer.services@alintaenergy.com.au



National Relay Service (TTY)
13 36 77



Telephone Interpreter Service
1300 195 575

Please contact us if you required a large print
copy of this brochure.

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

Locked Bag 55 Perth WA 6849
T **13 13 58**
E customer.services@alintaenergy.com.au



All customers deserve a fair go

Alinta Assist Program
Hardship Policy



alintaenergy

An understanding

Alinta Energy values positive relationships with its 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 having trouble 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 **13 13 58** if you would like more information about our Alinta Assist Program. Our friendly team is trained to assist you.

Information about Alinta Assist can also be found on our website at alintaenergy.com.au.

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
- A 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:

- A payment extension, providing you with additional time to pay
- A temporary suspension of recovery actions on your account
- An interest-free and fee-free instalment payment plan, including the revision of an existing plan
- Alternative payment options, including Centrepay
- Referral to a free local and registered financial counselling service
- Access to the Hardship Utilities Grant Scheme (HUGS)
- Reduction and/or waiver of fees, charges and debt
- Information about energy efficiency

A program to help

Our Alinta Assist Program has been developed in consultation with financial counsellors. Alinta Assist allows you to continue to use energy without risk of disconnection if you meet your obligations under the program.

These obligations include:

- Making regular affordable instalment plan payments towards your bills and any arrears owing, as agreed between us; and
- Keeping us informed of any changes in your circumstances that may impact the payment arrangements we have agreed to.

If you accept our offer of an instalment plan and use reasonable endeavours to meet your payment obligations, disconnection procedures will be suspended.

If you are experiencing difficulty in paying your bill by the due date, please call us on 13 13 58 as soon as possible and we will work with you to find a solution.

If you do not contact us and your bill remains unpaid at the expiry of the timeframe specified in the disconnection warning, we may disconnect your gas supply and refer your debt to a debt collection agency. If we do this, additional fees may apply.

