



Alinta

At your service

Your guide to Alinta incorporating
the Alinta Customer Charter





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Welcome to Alinta

Welcome to Alinta

Welcome to Alinta. By connecting to gas, you can now enjoy the benefits of a clean, reliable, economical and efficient energy source.

With a long history as a trusted energy retailer in Western Australia, we have built our reputation on providing innovative energy solutions, competitive pricing, a strong commitment to the environment, and delivering the highest level of customer service.

To help you manage your home more efficiently, we've introduced Alinta Assist, making it easy to source reliable tradespeople and advice related to the energy in your home.

This brochure includes everything you need to know about using gas from Alinta. Plus it also details your rights and obligations as a valued Alinta customer.

We suggest you read it in conjunction with the *Alinta Sales Pty Ltd Standard Terms and Conditions*, which contains the conditions of the contract between you and Alinta Sales Pty Ltd. You can read our *Terms and Conditions* on our website www.alinta.net.au, or call us on **13 13 58** and we'll send you a copy.

We hope you find this brochure a useful and valuable resource. Just like Alinta!



Your account

How often you will receive an account?

You will usually receive an account from Alinta once every three months or once every month depending on your gas consumption. If you are a new customer, your first account may be for a shorter period depending on the meter reading cycle in your area.

Meter readers can be identified by their smart, professional presentation with appropriate identification.

Your account: what it all means?

[Please refer to the account overleaf].

How much do I owe?

1 Amount due

When is it due?

2 Payment due

Which period is this account for?

3 Account period

Which address is this account for?

4 Service address [where the gas is used]

5 Postal address [mailing address for account holder]

6 Account holder

How and where can I pay my account?

7 Payment methods

What is my average daily gas usage?

8 Average gas consumption and average cost of gas

Where is the account number?

9 Account number

Where is the payment number?

10 Payment number

For what was I charged?

11 Summary of charges

What if I need to contact someone about my account, or in case of an emergency?

12 Enquiry and emergency numbers

At what rate was I charged for the gas I used?

13 Gas usage: units used at each step of the pricing structure

Alinta
Meter Number: MWAW429000
Current Meter Reading: 7498
Number of Days in Billing Period: 28
Energy Unit Used: 850

Final Reading: 14
Details of Gas Supply: 15
Meter MWAW429000 for period 24/06/2008-23/07/2008, MFRN: 6000317301
Daily Supply Charge: 11.02 cents per day for 28 Days
Energy Safety Levy: 0.88 cents per day for 28 Days
Residential Gas Usage: First 12.00 units per day @ 0.81 cents per unit for 4 Days
Next 70.85 units per day @ 1.56 cents per unit for 4 Days

16
17
13

Current Charges Due: \$64.75
Includes GST of: \$5.89

Important Information: From 1 July 2008 Alinta will be increasing the standard price of natural gas and some fees. For more information call 13 13 55.
Terms and Conditions: The Alinta Standard Terms and Conditions govern your use of gas. For a copy, please contact the Alinta Customer Contact Centre on 13 13 55 or visit www.alintaglobal.com.au. Your continued use of gas signifies your acceptance of the standard terms and conditions.
Overdue Notice Fee: Overdue accounts may attract a fee of \$7.00 (including GST) for each Overdue Notice sent.
Complaints and Disputes: Alinta's dispute resolution system aims to resolve issues quickly and efficiently. Step 1: Ring Helpline 1800 577 840 to discuss your concerns with a Senior Alinta Representative. Step 2: If required, you can still speak with the Customer Care Coordinator on 1800 577 840. Step 3: If Alinta was unable to resolve your complaint, your query can be directed to the Energy Ombudsman on 1800 556 004. Step 3: If Alinta was unable to resolve your query, please call 13 13 55 before your account is due.

PAYMENT OPTIONS (Continued)
Pay in person at any Post Office via cash, cheque or EFTPOS debit.
BY POST: Mail the payment slip with your cheque payable to Alinta, c/o Locked Bag 1000, PERTH WA 6000.

Alinta
Tax Invoice
Invoice date: 30/07/2008
Account Number: 123456789
Payment Due By: 08/08/2008
Amount Due: \$64.75 (Includes GST)

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General and account enquiries: 13 13 55
Faults, leaks and emergencies: 13 14 90
Telephone helpline service: 1300 206 006
Teletypewriter (TTY): 1300 206 006
Internet: www.alintaglobal.com.au

Mr Joe Bloggs
100 Street Name
TOWNVILLE WA 6000

Previous Balance: \$97.10
Payments: \$97.10 CR
Outstanding Balance: \$0.00
Amount Due: \$64.75

Account for the period: 24 Jun 2008 to 23 Jul 2008 - 29 days
100 Units Used
Average Daily Consumption: 3.45 Units
Average Daily Cost of Gas: \$1.21

SAME DAY EMERGENCY SERVICE
Hot water replacement, Plumbing, Gas fitting and electrical
For the fastest emergency service call 1800 500 531
Guaranteed same day 8 pm call before 12 noon

PAYMENT OPTIONS (Continued Overleaf)
BILL SHORTFALLS: Spend the estimated cost of your energy gas account into credit facilities. Payments automatically debited from your savings, cheque or credit account. Call 13 13 55 to apply.
DIRECT DEBIT: Pay your gas account automatically, by direct debit from your nominated savings, cheque or credit account. Call 13 13 55 to apply.
Biller Code: 2723
BANK: ANZ BANK LTD
CHIEF CASH OFFICER: Alinta, Member/Call
The unit of www.alintaglobal.com.au or call 1300 206 006 for payment 24 hours a day, 7 days a week.
122 0123456789 0041232 3

What was the actual meter reading for the billing period?

14 Current meter reading

How can I tell which meter is mine?

15 Meter identification number

How many days were there in the billing period?

16 Number of days in billing period

How much gas did I use?

17 Energy units used

How you can calculate your next account?

The easiest way to work out the approximate total of your next account is to take a reading from your meter and call us on **13 13 58**. We can then calculate the amount owing to that point and estimate what the total is likely to be. If you would like us to do a special meter reading and send you an interim account, a fee will be charged.

Reading your meter?

Most gas meters tick over like a car's odometer, which means they are easy to read. Just write down the numbers from left to right. Please note that some of these meters may only have four digits.



See *Your gas meter* under **Your gas service** for more information [page 16].

What is an estimated account?

Estimated accounts

In Western Australia, it is a requirement that your meter must have an actual reading taken at least once a year. If the meter reader cannot access your meter – you may have a dog that won't let the meter reader in, or your meter box may be locked or obstructed – your reading and account will be estimated. The difference will be adjusted in the next account, provided the meter can be read at the time.

How to avoid an estimated account

1. Use a WAS lock*
2. Keep your meter box clear of obstructions.

* See *Access to your meter under Your gas service* for more information [page 16].

What you should do if moving house

You are liable for all gas consumed at your property until you tell Alinta otherwise. To finalise your account, call us on **13 13 58** or log on to www.alinta.net.au and click on 'Moving House'.

Our service commitment to you

When you vacate your premises, all we need is two [2] business days' notice to read your meter and prepare your final account.

Service	Standard
If you want a final reading and give us two [2] business days' notice...	...your meter will be read on the day you nominate [weekdays only].
If you want your meter re-read because you believe the meter reading was incorrect...	...we will re-read your meter and advise you of the result within five [5] business days of your request. If there was no error in the original reading, a fee will apply.

Paying your account

For residential+ customers

For your convenience, you can pay your account using any of the following methods:

By credit card

Pay online at **www.alinta.net.au** by Visa or Mastercard. Or call 1300 360 900 [available 24 hours every day].

BPay

BPay services are provided by telephone and internet through your financial institution.

You will need our Biller Code [2733] and your Payment Number [located on the bottom right hand corner of your account].

By direct debit

Pay your Alinta account automatically from your nominated savings, cheque or credit card account. Call **13 13 58** or apply online at **www.alinta.net.au**

By bill smoothing

Spread the estimated cost of your yearly gas account into twelve equal monthly repayments from your nominated bank account or credit card. Call **13 13 58** or apply online at **www.alinta.net.au**

By mail

Send your payment slip along with your cheque [made payable to Alinta] to: Alinta, Locked Bag 1000, PERTH WA 6001.

Cheques are accepted subject to being met on first presentation.

A fee will be charged if the cheque is dishonoured.

Centrepay

You can ask Centrelink to make payments to your Alinta account. Centrepay is a voluntary direct deduction service available if you get an eligible payment from Centrelink. For more information, visit www.centrelink.gov.au or your normal 13 Centrelink number.

POSTbillpay®

Pay in person at any post office via cash, cheque or EFTPOS.

For business++ customers

For your convenience, you can pay your account using any of the following methods:

BPay

BPay services are provided by telephone and internet through your financial institution.

You will need our Biller Code [2733] and your Payment Number [located on the bottom right hand corner of your account].

By mail

Send your payment slip along with your cheque [made payable to Alinta] to: Alinta, Locked Bag 1000, PERTH WA 6001.

Cheques are accepted subject to being met on first presentation.

A fee will be charged if the cheque is dishonoured.

POSTbillpay®

Pay in person at any post office via cash, cheque or EFTPOS.

* A residential customer is a customer who pays the residential price under Alinta Sales Pty Ltd's Standard Terms and Conditions.

** A business customer is a customer who pays the non-residential price under Alinta Sales Pty Ltd's Standard Terms and Conditions.

The State Government Energy Rebate

If you are an eligible concession cardholder*, you should register your details with your local electricity supplier, Synergy, to receive the State Government Energy Rebate. [Please note: The State Government-funded energy rebate is for gas *and* electricity usage, but to make things simpler it is administered by Synergy through your Synergy account.]

*Consumers holding a government concession card such as a Health Care Card, a Seniors' Card [State Government], a Pensioner Concession Card or a Department of Veterans' Affairs Card are all eligible.

Going on holidays?

If you are going on holidays or will be away from your home for a long period, you can:

1. Let us know how long you will be away. We will estimate your gas consumption so you can pre-pay an amount that will cover it. Alternatively, you can use bill smoothing [see page 13 for more information].
2. Redirect your account to a third party nominated by you for the period you are away. See *Save more with Alinta* under **Using gas wisely** for more holiday tips [page 31].

If you are away interstate and you need to contact us, please call **1800 677 945** during normal business hours [WST], email **customer.services@alinta.net.au** or choose the 'Contact Us' option on our website.

Having difficulty paying?

If you are having difficulty paying your Alinta account, please call us on **13 13 58** before the due date so we can work something out with you. [An overdue fee may be charged for each reminder warning and disconnection notice sent in relation to an overdue account. Please visit www.alinta.net.au for more information on our fees.]

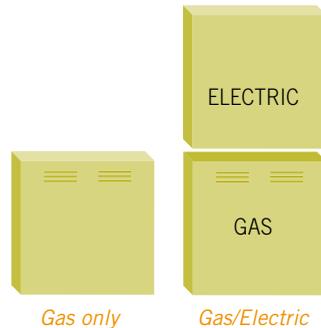


Your gas service

Your gas meter

Your gas meter is usually located in a metal meter box at the front of your house or property. It may be in a gas-only or combined gas and electric meter box.

The gas meter remains the property of Alinta's network operator, WestNet Energy. The network operator is responsible for maintaining the meter and the service pipe, which brings the gas in from the gas main in the street to the meter on your property.



Access to your meter

It is important that your meter is easy to access for the convenience of meter readers and in case of any emergency where the gas needs to be turned off. Meters should be located in a position where they are not obstructed by fences, garage doors, shrubs, or guarded by dogs.

If your meter is situated behind a locked gate or you wish to lock your meter box, you must use an Alinta approved lock such as a WAS lock*. A WAS lock can be purchased from selected locksmiths, or call us on **13 13 58** for more information.

**WAS lock = Western Australian Services lock. It is a lock for gates and meter boxes, enabling common key access for Alinta, Synergy and the Water Corporation.*

Your property's gas service pipes

Your gas service pipes connect your property to the gas pipeline in the street. Every year people accidentally damage gas service pipes resulting in expensive repair costs, which the property owner has to pay. This damage can also disrupt gas supply, affecting not only the property owner but surrounding properties. To avoid costly repairs, there are a few simple steps you can take.

1. Plan your garden

- ▶ Keep trees away from the gas service pipes as roots can cause damage.
- ▶ Do not reduce the garden depth by removing soil.

2. Know your gas meter and gas pipes location

- ▶ In older suburbs, your gas service will run directly from the gas meter to the street. It may be galvanised steel or yellow PVC pipe. The galvanised pipe may also be inserted with PVC or PE pipe.
- ▶ In newer suburbs, your service could run directly from the gas meter to the street or diagonally across the front of your property. It may be yellow PVC or PE piping with a black stripe.
- ▶ All gas services should be at least 600mm deep, except older galvanised piping.
- ▶ Check to see if the gas service details are in your meter box.

Should you accidentally damage your gas service pipes, or if you smell gas, call the Faults and Emergency Line on **13 13 52** [24 hours a day, 7 days a week].

Reliability of your gas supply

We and the network operator will endeavour to provide a reliable supply of gas to you. There may be times when we and the network operator may need to interrupt your supply for maintenance or repair, for installation of a new supply to another customer, in an emergency or for health or safety reasons. If the interruption is unplanned, you can call the Faults and Emergency Line on **13 13 52** [24 hours every day] to find out details about the interruption and how long it is expected to last.

Our service commitment to you

Service	Standard
If we or the network operator interrupt your gas supply without warning...	...and you ask us, we will provide an explanation for any unplanned supply interruption in writing within ten [10] business days.
If you lose your gas supply through a fault or emergency*...	...The network operator will arrive within three hours of your call. In the meantime, our trained representatives will advise you of the correct actions to take.
If we or the network operator have to interrupt your gas supply for planned maintenance...	... The network operator will try to give you at least four [4] business days' notice and tell you how our plans will affect you.

* Call the Faults and Emergency Line on 13 13 52. See *Gas Leaks* under **Using gas safely** [page 24] for more information about gas leaks.



Your obligations as an Alinta customer

You have certain obligations as a customer of Alinta. For example, you cannot:

- ▶ Use the gas in a way that interferes with network equipment or with the supply of gas to anyone else, or in a way that causes loss to anyone else.
- ▶ Sell it to any other person unless agreed with us, for example, multi-residential complexes such as apartment blocks.
- ▶ Redirect it to any other person.
- ▶ Use it for a different purpose than that agreed with us.

The *Alinta Sales Standard Terms and Conditions* provides more details about your and our obligations. If you obtain gas from us other than as permitted by the *Standard Terms and Conditions*, we may:

- ▶ Disconnect the gas supply to your property.
- ▶ Estimate the gas usage for which you have not paid and take debt recovery action for any unpaid amount plus any disconnection costs and reasonable legal costs.

You may also be liable for repair or replacement costs if you damage any network equipment.

Our powers in the event of an emergency

In an emergency situation, it is critical that we and the network operator are able to carry out the necessary action to protect you and the community. The Government has given us certain directives and powers under the gas trading licence and legislation that govern what we and the network operator must and can do in an emergency.

Under these emergency powers, we and the network operator can enter your property where:

- ▶ There is an actual or perceived danger to people or property, and injury or damage has or may occur as a result of malfunction, misuse or improper use of network equipment or your equipment.
- ▶ There is an urgent need to start or restore the gas supply.
- ▶ There has been damage to or interference with the network equipment.
- ▶ Any other emergency situation exists.

After entering your property where there is a perceived danger, we and the network operator can:

- ▶ Remove any network equipment.
- ▶ Repair or restore any network equipment.
- ▶ Turn off the gas supply.

We and the network operator also have the power to interrupt, suspend or restrict the supply of gas:

- ▶ In the event of an accident, emergency, potential danger or any other unavoidable cause.
- ▶ To reduce the risk of fire.
- ▶ To avoid or mitigate an emergency.
- ▶ To protect the integrity of the network equipment.
- ▶ To comply with the law.

We and the network operator have a responsibility to ensure your safety and the community's safety. This is of paramount importance to us and we are committed to fulfilling the responsibility entrusted to us.

When Alinta may turn off your gas supply

Under the *Alinta Sales Standard Terms and Conditions*, we can turn off your gas for a number of reasons.

If you haven't paid your account, agreed to an instalment plan or other payment option as suggested by us, or abided by an agreed payment plan, we can turn off your gas supply.

If you are a residential customer, we won't turn off your gas supply until we have:

- ▶ Offered you alternative payment options.
- ▶ Given you information on Government assistance schemes.
- ▶ Tried to contact you personally by letter, fax or telephone.
- ▶ Given you at least five [5] business days' notice in writing.

If you are a business customer, we won't turn off your gas supply until we have:

- ▶ Tried to contact you personally by letter, fax or telephone.
- ▶ Offered you a payment extension.
- ▶ Given you at least five [5] business days' notice in writing.

We can also turn off your gas supply if we end your contract with us, or if you become insolvent or commit a substantial breach of the contract, for example, you bypass the meter at your property or allow the gas delivered to your property to be used at another property.

In addition, we can turn off your gas supply:

- ▶ If you do not allow us safe and unrestricted access to read the meter.
- ▶ For health and safety reasons.
- ▶ For legal reasons.
- ▶ For planned maintenance.
- ▶ In response to an emergency.



Using gas safely

Using gas safely

Natural gas and LP Gas [Liquefied Petroleum Gas] are safe, efficient and environmentally friendly fuels. But, like all modern fuels, they must be treated with care.

Natural gas

Natural gas is a colourless, odourless fossil fuel consisting of a mixture of gases – mainly methane. It is lighter than air. It isn't poisonous, but at the right concentration in air [usually 5-15 per cent] it can be ignited.

LP Gas

LP Gas is produced during the oil refining process or is extracted during the natural gas process. LP Gas consists mainly of propane and a small quantity of butane. It is heavier than air. LP Gas is not poisonous, but at the right concentration in air [usually 2.5-10 per cent] it can be ignited.

Natural gas and LP Gas are both given an artificial odour to make them easy to detect.

Gas leaks

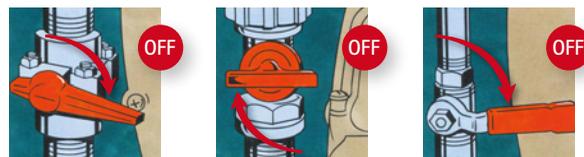
What to do if you smell gas:

1. Avoid flames and sparks. Don't light matches or cigarettes. Don't operate electrical switches, appliances or mobile phones. Never light a gas appliance if the odour of gas is present.
2. Turn off all gas appliances. Check to see that the pilot light [a small flame that lights the main burner] has gone out.

3. Open all windows and doors to disperse the gas. For LP Gas customers, particular care should be taken to ventilate confined spaces, basements and other low-lying locations where pockets of gas may collect before attempting to re-light gas appliances. This is because LP Gas is heavier than air, unlike natural gas, which is lighter than air.
4. If you still smell gas and [or] you think gas is still escaping when all appliances have been turned off, turn off the main gas supply tap and immediately call the Faults and Emergency Line on **13 13 52** [24 hours a day, 7 days a week]*.

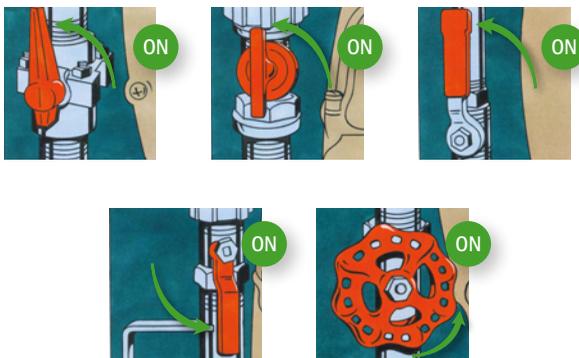
**If the property owner is responsible for the damage to the gas main or service, he or she may incur the repair costs.*

How to turn OFF the main gas supply tap:



1. **Important:** First turn off all appliance controls and pilot lights.
2. Then turn the main gas supply tap to the OFF position. The main gas supply tap is located near the gas meter, usually in the meter box. The diagrams opposite show the OFF positions for various types of gas taps. In the case of a gate valve, turn the wheel clockwise to close the valve.

How to turn ON the main gas supply tap:



1. Check that all appliance controls and pilot lights are turned off.
2. Return the main gas supply tap to the ON position [see diagrams above]. In the case of a gate valve, turn the wheel anticlockwise to open the valve.
3. Re-light the pilot lights, following manufacturers' written instructions.

Installing your gas appliances

When you purchase a gas appliance, ensure that it is approved by the Australian Gas Association [AGA] and bears an approved label. Installation of any gas appliance, including additional pipework, should only be carried out by a licensed gasfitter. Call Alinta Assist on **13 13 58** or source a licensed gasfitter in your community newspaper or Yellow Pages directory. [See page 41 for more information about Alinta Assist.]

Once installed by a licensed gasfitter, read the manufacturer's instructions carefully to ensure proper use of your gas appliance.

Servicing your gas appliances

Just like a car, your gas appliances need to be serviced regularly to ensure years of efficient and safe operation. Generally, you should get your appliances serviced every 12 months or as per the manufacturer's instructions.

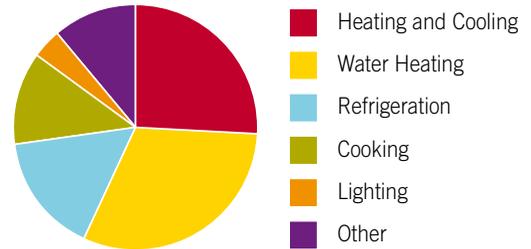
Servicing work on gas appliances should only be carried out by a licensed gasfitter. Call Alinta Assist on **13 13 58** or source a licensed gasfitter in your community newspaper or Yellow Pages directory. [See page 41 for more information about Alinta Assist.]



Save more with Alinta

Water heating, room heating and cooking are the main users of energy in the home, and gas is one of the most economical sources of energy you can use. If you're smart, there are ways you can save even more – for yourself and the environment.

Typical energy use in WA households



[Source: Sustainable Energy Development Office, 2007]

Have your appliances serviced regularly

Regular servicing of gas appliances by a licensed plumber or gasfitter will ensure years of efficient and safe operation. The appliance manufacturer's booklet should explain the servicing requirements, or check with the manufacturer.

You can arrange an Alinta Assist tradesperson by calling **13 13 58**. [See page 41 for more information about Alinta Assist.] Alternatively, source a local plumber or gasfitter in your community newspaper or yellow pages directory.

Using gas wisely

Cut your home heating costs

You can cut your home heating costs by following these simple guidelines:

- ▶ Open curtains on north-facing windows to catch the winter sun.
- ▶ Keep doors to cold rooms like kitchens, bathrooms and laundries closed, and keep heat in with pelmets and curtains or heavy blinds on windows.
- ▶ Install ceiling insulation to retain the heat and stop draughts by fitting weather strips to windows and doors.
- ▶ Choose a heater that suits the size of a room – a small room only needs a small heater.
- ▶ Don't overheat your house. Setting the thermostat one degree less will result in a significant saving.
- ▶ Run a ceiling fan on low speed to help circulate the warm air.
- ▶ Keep your heater clean of dust or fluff.

Save on hot water

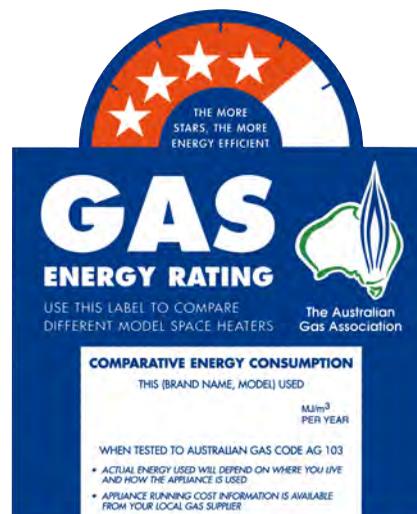
- ▶ Make sure the temperature or season setting on your hot water system is correct so you don't overheat the water.
- ▶ With a storage system, you can install water saver showerheads.
- ▶ Check your hot water system and taps for leaking water. If you find a leak, most licensed plumbers or gasfitters will be able to fix it for you. You can arrange an Alinta Assist tradesperson by calling **13 13 58**. [See page 41 for more information about Alinta Assist.] Alternatively, source a local plumber or gasfitter in your community newspaper or yellow pages directory.
- ▶ If possible, use cold water when washing clothes, and try not to turn on your washing machine or dishwasher until it is full.

Reduce costs with heated swimming pools and spas

- ▶ Cover when not in use to retain heat.

Shop around for the highest energy rating

- ▶ Look for the Gas Energy Rating Label when purchasing new gas appliances. The more stars, the more energy-efficient and the lower the running costs.



For more information on energy saving tips, visit www.sedo.energy.wa.gov.au

Holiday tips

- ▶ If you're going away, turn off your hot water system or turn the thermostat to 'vacation' or its lowest setting.
- ▶ Turn off your gas meter when going away for long periods. This will prevent any gas consumption while you're away. See the diagram under **Using gas safely** for instructions on how to do this [page 24].

Why is my account higher than usual?

If you receive an account that's higher than expected, there might be a simple explanation.

Cold weather

- ▶ In cold weather most homes use more energy. The hot water system has to work harder to heat the water, people take longer showers and use room heaters more.

Changes in your household

- ▶ Have more people moved into your home – for instance, relatives on an extended holiday, a boarder or a new baby? More people mean more showers, cooking and washing.
- ▶ Spending more time at home? If you retired recently, took leave or were at home convalescing, your gas consumption would probably have increased.
- ▶ Are any of your gas appliances leaking? Faulty appliances can cause gas usage to increase, especially leaking hot water systems and taps.
- ▶ Do you have any new or additional gas appliances? This may affect the amount of gas consumed.

Was your account estimated?

- ▶ If the meter reader cannot get access to your meter because of a dog, locked or hidden meter box or any other reason, your account will be estimated based on your previous meter history. See *What is an estimated account?* under **Your account** [page 10] and *Access to your meter* under **Your gas service** [page 16] for more information.

Is the meter reading correct?

- ▶ It's possible that your meter has been read incorrectly. You can check this yourself by taking your own meter reading [see *How to calculate your next account* under **Your account** on page 10 for more information] and then calling us on **13 13 58** to check the reading on your account. Alinta will re-read your meter at your request. However, there will be a charge if the previous reading is found to be correct

Are there more days on the account?

- ▶ Compare the number of days on your current account with your account for the same time last year. If the number of days is greater, it's likely your account will be too. For a direct comparison, look at the average daily gas consumption on your account.

Have you been away on holidays?

- ▶ Even if you're not at home, your gas appliances may continue to operate, particularly your storage hot water system or heated swimming pool with automatic timer. Use the 'vacation' setting on your hot water system and turn the automatic timer off next time you go away.

See also *Save more with Alinta* under **Using gas wisely** for holiday tips [page 31].



Information and communication

When you contact Alinta, our experienced customer service representatives are available to answer all your enquiries, from establishing your Alinta account to giving you instructions on how to re-light any pilot lights on your gas appliances. If you don't get straight through to a customer service representative, your call will be placed in a queue to ensure it's answered as soon as possible. You can expect our customer service representatives to be polite, friendly and efficient.

Our service commitment to you

Service	Standard
When you call our customer service numbers...	...our aim is to answer 75 per cent of all calls within 20 seconds.

Suggestions and concerns

At Alinta, we're committed to offering the highest levels of service to our customers. However, we recognise that sometimes our efforts may fall short of your expectations. If this has happened, we'd like to know so we can prevent it happening again. Likewise, we'd appreciate any positive feedback from you so we know we're on the right track.

You can have your say by:

- ▶ Calling us on **13 13 58**
- ▶ Mailing to:
The Manager, Customer Services
Alinta, Locked Bag 55, Perth WA 6849
- ▶ Faxing to **08 9486 3346**
- ▶ E-mailing to customer.services@alinta.net.au

We will involve the relevant people within Alinta, including senior management, to help resolve your problem. If you are not satisfied with the resolution, you may contact the Energy Ombudsman, an independent external dispute resolution body which provides mediation, conciliation and arbitration services to resolve customer disputes. There is no charge for this service.

We must comply with the *Gas Marketing Code of Conduct*, which deals with our marketing obligations to customers. We can provide you with a copy on request.

Our service commitment to you

Service	Standard
If you have a complaint with us or one of our service providers...	...we guarantee that it will be taken seriously and fully investigated.
If you write to us...	...your complaint will be answered within seven (7) business days.
If you call us...	...we will attempt to solve your problem on the spot. If we're unable to, we'll call you back at an agreed time with an answer. Otherwise we'll give you the name and telephone number of a person who will help you.

Privacy and confidentiality

We will:

- ▶ Keep our customer information confidential.
- ▶ Only use your customer information for our business purposes [for example, to the network operator, to a credit agency, to the stock exchange, or to fully investigate complaints].
- ▶ Not pass your customer information to anyone else unless we are required to do so by law or you give us your permission to do so.

We may provide you with joint promotional offers in conjunction with other third parties. These promotional offers are developed in line with your needs, but should you not wish to receive this information, call **13 13 58**.

Providing information to you

We may make changes to our *Alinta Sales Standard Terms and Conditions* and the information contained in this brochure, but will notify you if any of these changes affect your rights or obligations as an Alinta customer.

If you ask us, we can provide you with information on the most cost-effective way to utilise Alinta, including typical running costs of major gas appliances.



Enjoy the benefits
of Alinta

Gas is cleaner than other fossil fuels, which means it's better for our environment. Natural gas produces a lot less of the harmful greenhouse gas that other fossil fuels produce*.

Perhaps the biggest advantage is the low price combined with the ease of using gas and Alinta's reliable, friendly service.

*[*Source: Global Warming Cool It! Home Guide to Reducing Energy Costs and Greenhouse Gases, Environment Australia, 1997]*

Installing a new hot water system

Since water heating for showering and washing is the highest user of energy in the home, it makes sense to use it as economically as you can – with gas.

If you need a new hot water system, Alinta makes it easy for you. Call us on **13 13 58** and we can arrange to have a new, reliable gas hot water system installed through Alinta Assist. [See page 41 for more information about Alinta Assist.]



Alinta Assist

Alinta Assist: Tradespeople you can trust

Who can you trust when it comes to sourcing, installing, servicing and repairing the energy products around your home?

Alinta Assist is a service designed to help you manage your home more effectively by providing you with expert advice and tradespeople you can trust.

Alinta Assist is a completely hassle-free service. Alinta Assist tradespeople always turn up when they say they will. And they have a 12 month workmanship guarantee on all gas, plumbing and electrical work and a three [3] month workmanship guarantee on appliance repair.

With one call to Alinta Assist, you can arrange a tradesperson to install a new appliance, do emergency repairs or carry out maintenance.

If you need a new hot water system, Alinta Assist can source it for you from a range of leading brands at competitive prices.

And if you're unsure of which appliance to choose, Alinta Assist will offer advice about the right product for your needs.

The Alinta Assist service is for all energy types, not just for gas – we can now help with electrical products and services too.

Find a tradesperson

Alinta Assist tradespeople can assist with:

- ▶ Hot Water
 - Receive expert advice.
 - Enjoy attractive finance and payment packages*.
 - Competitive prices and leading brand names.
 - Emergency hot water replacement service.
 - Like-for-like replacement or from electric and solar to gas.
 - Hot water servicing.

** Conditions apply. Subject to lending criteria. Fees and charges apply.*

- ▶ Gasfitting
 - Install a new hot water system, cooker, heater or barbecue.
 - Get emergency repairs to your gas appliances.
 - Service your gas appliances to ensure they continue to run smoothly.
- ▶ Plumbing
 - Install a new hot water system, sink, washing machine or dishwasher.
 - Get emergency repairs to blocked drains, pipes and appliances.
 - Service your plumbing and plumbed appliances to ensure everything continues to run smoothly.
- ▶ Electrical work
 - Install safety switches and surge protectors.
 - Install new appliances.
 - Install new power points.
 - Install ceiling fans or lights.
 - Get emergency electrical repairs.
 - Service your electrical appliances to ensure they continue to run smoothly.
- ▶ Environmental Solutions
 - Install greywater systems and rainwater tanks.
 - Install water-flow saving devices on taps and showers.
 - Star Rating Home Consultation: Assess water, energy, waste and transport use and provide a personalised action plan.

Plus much more! If you're unsure whether Alinta Assist's tradespeople can help, just ask!

Same Day Emergency Service

Call Alinta Assist before midday on 13 13 58 for same day emergency service:

- Hot water replacement.
- Complete power loss [excluding blackouts].
- Blocked sewer drains.
- Leaking pipes.
- Gas leaks.

Get expert advice

Sometimes deciding what appliance is right for you and your household is a daunting task. Alinta Assist can offer helpful advice.

Free quotes

You'll receive a free quote over the phone or onsite from Alinta Assist before any work begins

Convenient payment terms

One of the best things about Alinta Assist is the convenient payment terms. Alinta Assist accepts many forms of payment including cash, credit card and EFTPOS. Also ask about their attractive payment plans for hot water replacement and other gas appliances*.

** Conditions apply. Subject to lending criteria. Fees and charges apply.*

Guaranteed workmanship

Alinta Assist guarantee their work, with a 12 month workmanship guarantee on all gas, plumbing and electrical work and a three [3] month workmanship guarantee on appliance repair.

Call Alinta Assist today

Alinta Assist is available to all residents of the Perth metropolitan area. Simply call **13 13 58** or visit our website **www.alinta.net.au**



Alinta help directory

Enquiries

Call **13 13 58** Monday to Friday during business hours [local call fee from anywhere in the State excluding mobiles] for the following:

- ▶ Account enquiries
- ▶ New accounts
- ▶ Final accounts
- ▶ Transfers of accounts
- ▶ Payment of accounts
- ▶ New connections
- ▶ Reconnections
- ▶ Alinta Assist
- ▶ Other products and services
- ▶ Suggestions and concerns

If you are away interstate and you need to contact us, please call **1800 677 945** during normal business hours [WST], email **customer.services@alinta.net.au** or choose the 'Contact Us' option on our website.

E-mail customer.services@alinta.net.au [residential]
 energysales@alinta.net.au [business]

Facsimile 1800 651 161
 Freefax is available 24 hours, every day
 – Final accounts
 – New account applications

Mail to Alinta
 Locked Bag 55
 PERTH WA 6849

Internet www.alinta.net.au

Faults and Emergency Line 13 13 52

24 hours every day [local call fee from anywhere in the State excluding mobiles]

- ▶ Emergencies
- ▶ No gas
- ▶ Smell of gas

Customers with special needs

Call 13 13 58 for details on:

- ▶ Large print accounts for vision-impaired customers
- ▶ An account reading service
- ▶ Bill smoothing

TTY Phone 1300 306 006

For customers with hearing or speech difficulties who have access to a TTY [telephone typewriter] phone.

Telephone Interpreter Service 13 14 50

For customers who have difficulty communicating in English.

Total Asset Management Pty Ltd (TAM) trades as Alinta Assist and is a franchisee of Alinta Sales Pty Ltd operating to Alinta's high standards of service quality. Alinta Assist is an Alinta trademark used under licence by TAM. PL 5471 EC 8548. Alinta Assist operates only in the Perth Metropolitan area and Mandurah.



Alinta Sales Pty Ltd

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