

1st July 2023 PVE Briefing Pack

For ACN IBOs



alintaenergy

That's better™

What's happening for the Price Variation Event?

Alinta Energy's electricity and gas prices will be increasing:

- **1 July 2023** – New South Wales, Queensland, South Australia
- **1 August 2023** – Victoria

All existing customers will receive a **rate change notice** prior to the increase to inform them of the changes, which for some will be significant. The notice includes:

- Their current rates
- Their new rates
- A link to new offers that will be available from 1 July

Rest assured: if your customer decides to switch to one of these new offers via the link, your customer points will not be affected.

IBOs will be able to refer our **invitation only** offer

Priority Plus

- Limited time offer: **1 July to 30 September**
- Better rates than HomeDeal, our Generally Available market offer
- Available to **Residential EC customers** only
- Refer **new and existing customers** – customer upgrades are available through normal processes

New South Wales Electricity

Priority Plus

Up to

6% off

the Default Market Offer*

*Based on a customer who consumes **3911 kWh** a year on a **single rate tariff** in the **Ausgrid** network. The lowest annual price is **\$1,717** incl GST. Your bill will differ based on your usage.[^]

HomeDeal

Up to

3% off

the Default Market Offer*

*Based on a customer who consumes **3911 kWh** a year on a **single rate tariff** in the **Ausgrid** network. The lowest annual price is **\$1,772** incl GST. Your bill will differ based on your usage.[^]

Queensland Electricity

Priority Plus

Up to

9% off

the Default Market Offer*

*Based on a customer who consumes **4613 kWh** a year on a **single rate tariff** in the **Energex** network. The lowest annual price is **\$1,792** incl GST. Your bill will differ based on your usage.[^]

HomeDeal

Up to

6% off

the Default Market Offer*

*Based on a customer who consumes **4613 kWh** a year on a **single rate tariff** in the **Energex** network. The lowest annual price is **\$1,851** incl GST. Your bill will differ based on your usage.[^]

South Australia Electricity

Priority Plus

Up to

3% off

the Default Market Offer*

*Based on a customer who consumes **4011 kWh** a year on a **single rate tariff** in the **SA Power Networks** network. The lowest annual price is **\$2,210** incl GST. Your bill will differ based on your usage.[^]

HomeDeal

Equal to

the Default Market Offer*

*Based on a customer who consumes **4011 kWh** a year on a **single rate tariff** in the **SA Power Networks** network. The lowest annual price is **\$2,279** incl GST. Your bill will differ based on your usage.[^]

Victoria Electricity

Priority Plus

Up to

9% off

the Victorian Default Offer*

*Based on a customer who consumes **4000 kWh** a year on a **single rate tariff** in the **CitiPower** network. The lowest annual price is **\$1,429** incl GST. Your bill will differ based on your usage.[^]

HomeDeal

Up to

6% off

the Victorian Default Offer*

*Based on a customer who consumes **4000 kWh** a year on a **single rate tariff** in the **CitiPower** network. The lowest annual price is **\$1,476** incl GST. Your bill will differ based on your usage.[^]

\$75 bonus
electricity
credit#

Business Deal Electricity – for your small business customers

NSW

Up to

9% off

the Default Market Offer*

*Based on a customer who consumes **10,027 kWh** a year on a **single rate tariff** in the **Ausgrid** network. The lowest annual price is **\$4,549** incl GST. Your bill will differ based on your usage.^

VIC

Up to

3% off

the Victorian Default Offer*

*Based on a customer who consumes **10,027 kWh** a year on a **single rate tariff** in the **CitiPower** network. The lowest annual price is **\$5,975** incl GST. Your bill will differ based on your usage.**

QLD

Up to

9% off

the Default Market Offer*

*Based on a customer who consumes **10,027 kWh** a year on a **single rate tariff** in the **Energex** network. The lowest annual price is **\$3,823** incl GST. Your bill will differ based on your usage.^

SA

Equal to

the Default Market Offer*

*Based on a customer who consumes **10,027 kWh** a year on a **single rate tariff** in the **SA Power Networks** network. The lowest annual price is **\$5,848** incl GST. Your bill will differ based on your usage.^

FAQs

How will I know if the new ACN invitation only offers will be better for my customers?

We're confident that in most cases, your customers will be better off on Priority Plus than their current Alinta Energy plan. Plus, this offer is not advertised to the general public or available for sign up on our website.

Will the new plans lock customers into a contract?

No. A benefit of choosing Alinta Energy is that we don't do lock-in contracts. Plus, your customers can easily change their plan at any time without exit fees.

Will the new plans have flexible billing and payment options?

Yes. We understand that all customers are different, so we feel it's important our customers have a choice. We've got plenty of options to suit your customers needs.

Upgrade your customers from 1 July



Who is eligible to upgrade?

Existing Alinta Energy East Coast Residential and Small Business customers via the ACN telesales upgrades process.



Which products can be offered to customers?

Any of the current ACN-specific range of offers.

Priority Plus for Residential customers.

Business Deal for Small Business customers.



Who can request one?

Only the Primary Account Holder can request to process an upgrade for their service/s.

Secondary or authorized contacts cannot request an upgrade

Your Support Resources

Find a range of training and sales resources on Pacific Compass:

- Sales Checklist
- Product Matrices
- Missing Claims Form
- Marketing and Sales Guides
- Promotional Material (social files and email banners)

Email Rates at acnrates@alintaenergy.com.au

Don't forget to include the customers address, NMI or MIRN

IBO Support and Lodging Claims at www.acnpacific.com/ibo/contact

Don't forget **our key customer value propositions** when talking to your network



**Access to
Alinta Energy Rewards**



**Australian call centre
support available**



**No lock in contract
or exit fees**



**Keep track of your
energy with MyAccount**



**Multi-award
winning**



Access to
Alinta Energy Rewards

With Alinta Energy Rewards, customers can enjoy discounts on everything from attractions and movie tickets to gift-cards and electronics – available for redemption at participating companies nationally.

Access to the Rewards Shop is via MyAccount login (alintaenergy.com.au/myaccount)

What can customers expect in the Rewards Shop?

Movie tickets

Big screen savings with up to 48% at Event, HOYTS, Village Cinemas and others.

Gift cards

Physical and digital gift cards available from a range of retailers in the following categories: dining, entertainment, food & groceries, health & wellbeing, fashion, travel and more.

Attractions

Customers can save up to 33% off theme parks, zoos, and museums.

Home & electronics

Clean up on top name electrical brands like Dyson, KitchenAid, Bose, Samsung and Sony.

Dining experiences

Treat friends, family or workmates to a delicious meal and save 10% at over 254 participating restaurants.

Here's a list of just some of the rewards on offer...

Queensland

- Currumbin Wildlife Sanctuary
- Gold Coast Theme Parks
- Paradise Country
- Sea World
- Tha Fish (restaurant)
- Koi Dining (restaurant)

Victoria

- Geelong Adventure Park
- Legoland Discovery Centre
- Melbourne Museum & Scienceworks Museum
- Melbourne Skydeck
- Taxi Kitchen (restaurant)
- Republica (restaurant)

New South Wales

- Featherdale Wildlife Park
- Madame Tussauds
- Sydney Tower Eye
- Wild Life Sydney Zoo
- Long Chim (restaurant)
- The Meat & Wine Co. (restaurant)

Nationally

- Dendy Cinemas
- Event Cinemas
- HOYTS Cinemas
- Palace Cinemas
- iPlay
- Strike Bowling
- Holey Moley Minigolf
- Yoga Hive
- Amart
- Apple Store
- Booktopia
- Myer
- Country Road
- Big W
- Woolworths



Woolworths





**Australian call centre
support available**

At Alinta Energy, our commitment to bringing Australians the best local support starts at our Morwell Customer Experience Hub in the Latrobe Valley. We also have call centres located in Perth, Western Australia.

Today, we field many customer calls onshore and we know our customers enjoy speaking to local people. The team is trained to use our new improved customer service systems.

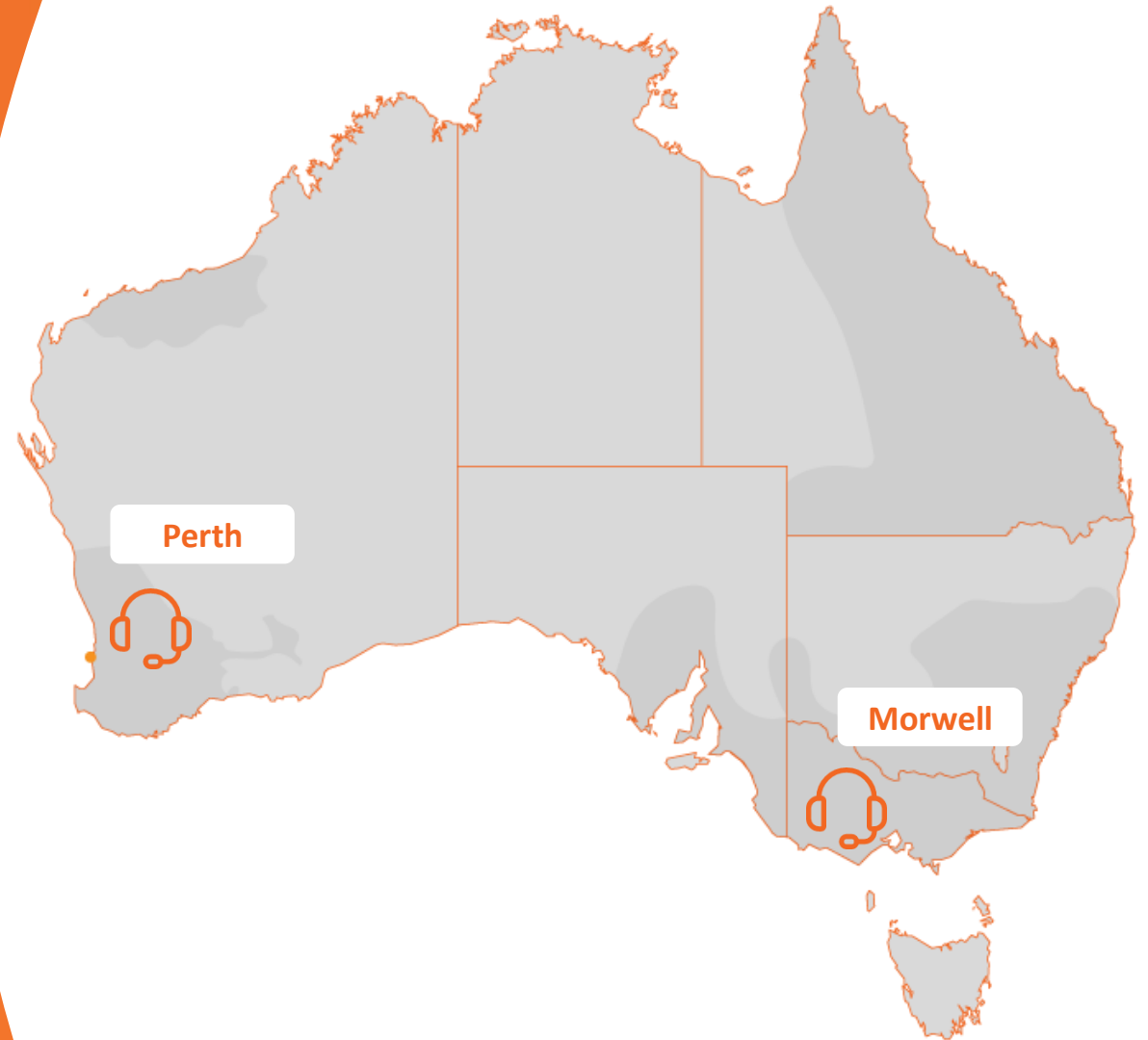
We're here to help

Our team is here six days a week to take your calls, answer your questions and help with your energy needs.

Monday – Friday 8:00am – 6:00pm; Saturday 8:00am-12:00pm AEST

For more ways on how we can help, visit alintaenergy.com.au/help

**Having a friendly, local voice on the
other end of the line is important to our
customers. And having happy, satisfied
customers is important to us.
That's better**





**No lock in contract
or exit fees**

Don't forget with Alinta Energy, you can change or cancel your plan anytime with no exit fees.

Upgrade or downgrade whenever you need. We will work with you to find the right Alinta Energy offer for your needs, including help on managing your account.

We want to support our customers in anyway we can.

For more information on our rates, fees & charges visit
alintaenergy.com.au/rates





Keep track of your energy with MyAccount

Customers can see their bill history with all your bills in one place

Get access to the Alinta Energy Rewards Shop

Manage payments & billing preferences, direct debits & more

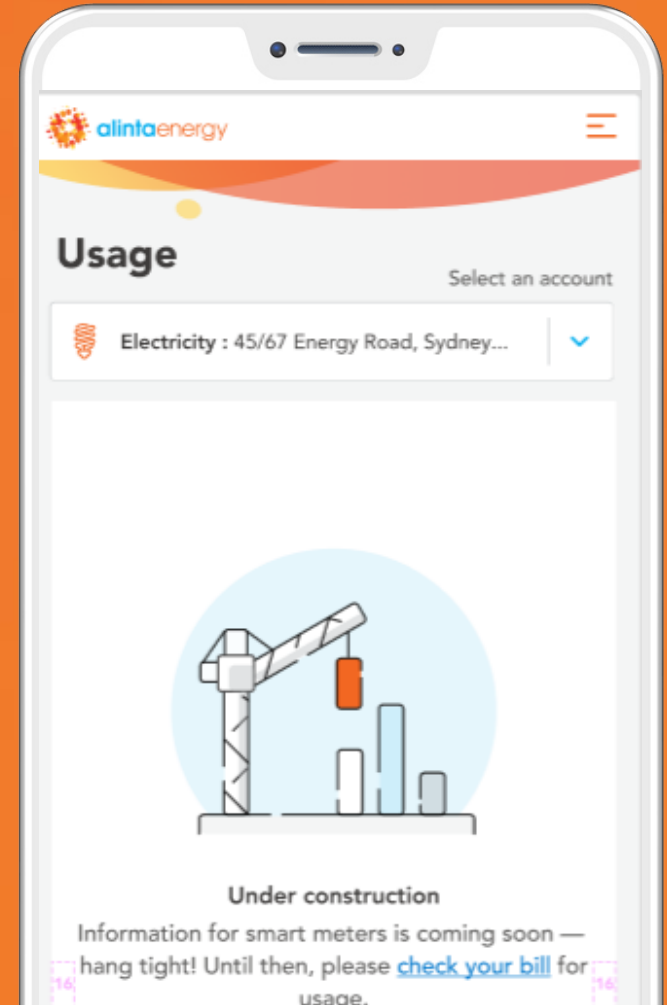
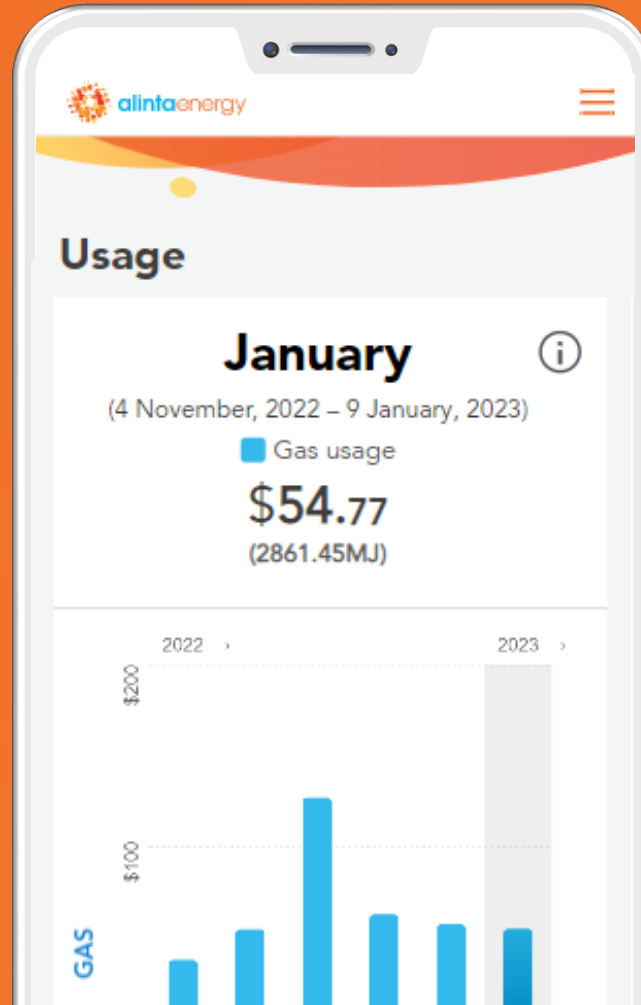
New Addition!
Track your energy usage





Keep track of your energy with MyAccount

Plus, it's mobile friendly





Multi-award
winning



We've taken out **Canstar Blue's** most satisfied electricity customers award six years in a row in Queensland.

+

We've won seven Mozo Experts Choice awards: six for our small business electricity and gas plans across Victoria, South Australia and Queensland, and one for residential gas in New South Wales & the 2022 Mozo People's Choice award for Highly Trusted. And finally, we've recently won the Gold for Electricity Providers in the Readers Digest 2023 Quality Service Awards and Silver for Gas Suppliers in the Readers Digest 2023 Quality Service Awards.



Other reasons to join Alinta Energy



Flexible payment options

Here at Alinta Energy, we realise one size doesn't always fit all, so we have a range of flexible payment options for you to choose from.



We get the balance right. We're not just an energy retailer, we're a generator too

Because Alinta Energy generates and retails electricity, we are not purely exposed to the extremes of the electricity market volatility that has impacted a number of the smaller retailers more recently. We've also been supplying energy for over 25 years. Plus, we're a major investor in renewable energy generation, with a continued focus on solutions that are both sustainable and affordable.



No pesky hidden fees

We don't charge late payment fees or fees for sending your bill by post.



We're always here to help

We know cost-of-living pressures mean every dollar counts for households right now. Any customers having trouble paying their bills should get in touch with us. We have a range of options, including payment plans and information about government assistance.