

Basic plan information document

Gas Supply Standard Form Contract

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Plan eligibility

Available to residential gas customers supplied through the ATCO Gas network in the Albany Region

General Information

Cooling off period	10 business days
Contract term	Ongoing Contract.
Contract expiry details	Not Applicable
Variation in rates	If a benefit (such as a price discount) is provided under the Contract, we will: a) notify you by email or post not more than 40 Business Days and not less than 20 Business Days before the date of a benefit change; and b) advise you of the options available after the date of the benefit change. Any benefit that is guaranteed to apply for the Benefit Period will not be changed until after the end of the Benefit Period.
Price changes	We will notify you when we change: a) the standard residential price; or b) any fees charged by the network operator that we choose to pass through directly to you. We will notify you of any changes no later than the next bill in your billing cycle. This includes any changes to discounts applied to the standard residential price. For any other changes to a Price or Fee not covered by a) or b), we will provide at least five (5) Business Days' notice before the change takes effect. Any notice provided will include the information required under the relevant regulations and relevant codes.
Standard billing cycle	3 monthly
Payment methods	Quarterly direct debit, bill smoothing (fortnightly and monthly), phone, online portal, Australia Post, BPAY and Centrepay.
Terms and conditions	This document provides a summary of the key features of the plan. You can access our full terms and conditions of this Contract on our website at alintaenergy.com.au .
Need help?	Call us on 13 13 58 (local call fee applies within WA, excluding mobiles), or visit alintaenergy.com.au for more information.

Plan pricing details - standard residential price (GST Inc.)

Usage charge	21.68 cents per unit
Daily Supply charge	29.80 cents per day 14.90 cents per day (additional dwellings)

Discounts & Incentives (GST Inc.)

Discount	Not Applicable
Incentives	Not Applicable

Other fees (GST Inc.)

Account establishment	\$45.00
Account servicing	27.18 cents per day
Overdue Notice Fee	\$12.00 per notice issued (GST exempt)
Interest on overdue bills	Not Applicable
Paper bill	\$1.75 for each bill we send to you via post.
Over the counter	\$3.20 for paying a bill over the counter at Australia Post
Credit card payment	0.41% of the transaction amount for credit card payments.
Network operator fees that may apply	Please refer to our website for additional fees and charges that may apply for applicable circumstances, including additional network operator fees.
Exit fee	Nil