

# Basic plan information document

Fair Go 40

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## Plan eligibility

Available to residential customers supplied through the ATCO Gas network in the Perth Coastal Region (extends from Geraldton to Busselton).

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## General Information

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|--------------------------------|--|
| <b>Cooling off period</b>      | 10 business days   |
| <b>Contract term</b>           | Ongoing Contract with 12-month benefit period. The contract continues until terminated in accordance with the Energy Plan and subject to our standard residential price.   |
| <b>Contract expiry details</b> | After the benefit term we may extend your current Energy Plan or set you up with a new one – but only if we have written to you first and you haven't told us not to. If you don't hear from us, your energy supply will continue under our Agreement without Energy Plan Benefits.  |
| <b>Variation in rates</b>      | If a benefit (such as a price discount) is provided under the Contract, we will: <ul style="list-style-type: none"><li>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</li></ul> advise you of the options for supply available after the date of the benefit change.  |
| <b>Price changes</b>           | We will notify you when we change the price and the fees when we change: <ul style="list-style-type: none"><li>a) the Standard Residential Price; or</li><li>b) the Fees, where the Fees are charged by the Network Operator and we choose to directly pass these on to you. We will notify you of any changes no later than the next bill in your billing cycle. This includes where you are paying a discount off the Standard Residential Price.</li></ul> When we change a Price or Fee other than as referred to in [a] or [b], we will give you a notice at least five [5] Business Days before the change comes into effect. The notice will include the information prescribed by Relevant Regulations and Relevant Codes. |
| <b>Standard billing cycle</b>  | 3 monthly  |
| <b>Payment methods</b>         | Quarterly direct debit, bill smoothing (fortnightly and monthly), phone, online portal, Australia Post, BPAY and Centre pay.   |
| <b>Terms and conditions</b>    | You can access our full terms and conditions on our website at <a href="http://alintaenergy.com.au">alintaenergy.com.au</a> .  |
| <b>Need help?</b>              | Call us on 13 13 58 (local call fee applies within WA, excluding mobiles), or visit <a href="http://alintaenergy.com.au">alintaenergy.com.au</a> for more information.   |

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## Plan pricing details (GST Inc.)

|                      |   |
|----------------------|---|
| <b>Usage charge</b>  | 18.31 cents per unit (for the first 12 units used on average per day)   |
|                      | 16.51 cents per unit (for each additional unit used on average per day) |
| <b>Supply charge</b> | 26.52 cents per day   |

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## Discounts or plan incentives (GST Inc.)

|                   |   |
|-------------------|---|
| <b>Discount</b>   | 40% off the usage component of our standard residential gas price which is guaranteed for the benefit term.   |
| <b>Incentives</b> | A \$50.00 coupon code to use on any appliance purchase over \$200.00 at <a href="http://www.appliancesonline.com.au">www.appliancesonline.com.au</a> . Terms and conditions and exclusions apply (GST inc.). This incentive is only available to new and moving customers only. |

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## Other fees

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|----------------------------------|--|
| <b>Account establishment</b>     | \$45.00 (GST inc.)   |
| <b>Account servicing</b>         | 22.07 cents per day (GST inc.)   |
| <b>Bill non-payment</b>          | \$12.00 per notice issued (GST exempt)   |
| <b>Interest on overdue bills</b> | Not Applicable   |
| <b>Paper bill</b>                | \$1.75 (GST inc.) for each bill we send to you via post.   |
| <b>Over the counter</b>          | \$3.20 (GST inc.) for paying a bill over the counter at Australia Post.  |
| <b>Credit card payment</b>       | 0.41% (GST inc.) of the transaction amount for credit card payments.   |
| <b>Other fees that may apply</b> | Please refer to our website for additional fees and charges that may apply and for applicable circumstances (including additional distributor service fees). |