

Tax Invoice



If undelivered, please return to GPO Box 1305, Melbourne VIC 3001

☎ 004243 000
Mr Richard Robinson-donnellan
2 Marita St
MORPHETT VALE SA 5162

Need to get hold of us?

- ☎ For enquiries or if you're moving home, call 133 702 Mon to Fri 8am to 7pm; Sat 9am to 4pm (local time)
- 🖱 Log a query at www.alintaenergy.com.au
- ✉ Alinta Energy
GPO Box 1302, Melbourne VIC 3001
- ⚡ To report an electricity fault or emergency, please call SA Power Networks on 13 13 66

Your customer number 1180 5175
Your electricity reference number 100 504 489 29
Your contract is for Fair Deal 20

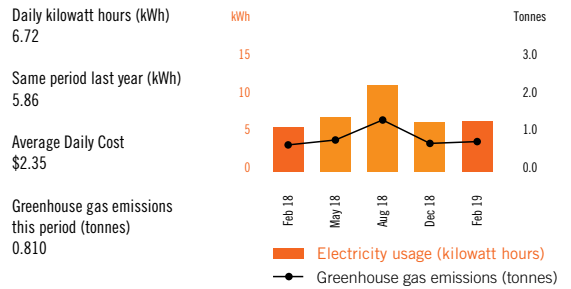
TOTAL AMOUNT \$271.93
DUE DATE 15 MAR 2019

ELECTRICITY ACCOUNT

Supply address:	2 Marita Street Morphett Vale SA 5162
Issue date:	25 Feb 2019
Dates this account covers:	20 Nov 2018 to 19 Feb 2019
Number of days:	92 days
Previous Balance	\$259.50
Payment Received (27/12/2018) - Thank you	\$206.73 Cr
Pay on time discount received on previous account	\$52.77 Cr
Balance brought forward	\$0.00
Electricity charges (more details over the page)	\$331.42
GST on this account	\$33.14
Solar Export	\$92.63 Cr
Total amount due	\$271.93
Discount - Pay on time (inc GST \$5.10)	\$56.11 Cr
Amount due if paid on or before 15 Mar 2019	\$215.82

Pay on time discount (inc GST \$5.10) **\$56.11 Cr**
Discounted total if paid on or before the due date **\$215.82**

Your electricity usage



Compare your usage to other households in your area				
No. of person/household	1	2	3	4
Average Daily Consumption	8	11	13	16

Average daily consumption data is provided for customers to compare their energy consumption against a benchmark for their household size and area. For more information on how average household energy usage is calculated and energy efficiency please visit www.energymadeeasy.gov.au

Your Daily Consumption **6**

PAYMENT OPTIONS

Do not attach anything to this payment slip ▼

Telephone or Internet - Credit Card

To make a payment from your MasterCard, VISA or American Express card, visit www.alintaenergy.com.au or call 133 702.

Ref: 100 504 489 29



Biller Code: 168 930
Ref: 100 504 489 29

Telephone and Internet Banking - BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au.

Direct Debit

Like to set and forget? Sign up to Direct Debit from your cheque, savings, transaction or credit card account by calling us on 133 702.

In Person

Take this account to any Post Office to pay by cash, cheque or EFTPOS.

By Mail

Post this payment slip and your cheque made payable to:
Alinta Energy
GPO Box 1304,
Melbourne VIC 3001



ALINTA ENERGY RETAIL SALES PTY LTD ABN 22 149 658 300

Your electricity reference number 100 504 489 29
Total amount \$271.93

Pay on time discount (inc GST \$5.10) **\$56.11 Cr**
Discounted total if paid on or before the due date **\$215.82**



*2675 100504489

Electricity Charges

NMI: 20013171516
Supply address: 2 Marita Street Morphett Vale SA 5162
Tariff: Standard Tariff - Solar Gen w/ Zero Rate with Single Rate
Billing Period: 20 Nov 2018 to 19 Feb 2019

When you'll receive your next bill

For quarterly bills: your electricity meter will be next read on approximately 23 May 2019. Please ensure safe access is available.
If you receive monthly bills, you will receive your next bill in approximately 30 days.

Tariff Description	Meter Number	Bill Days	Current Reading	Reading Type	Previous Reading	Multiplier	Total Usage^ (kWh)	Charge	\$ Ex GST
Any Time Usage	1241978/1	92	17271	Actual	16653	1	618		
Any Time Usage - step 1							302.4700	\$0.3900	\$117.96
Any Time Usage - step 2							315.5300	\$0.4345	\$137.10
Solar Export	1241978/2	92	20748	Actual	19773	1	975		
Retailer Payment							975.0000	\$-0.0950	\$-92.63
Supply Charge		92						\$0.8300	\$76.36
Total Charge									\$238.79

^ Total generated (kWh) for solar component

Usage charge = Total Usage (kWh) X Charge (c/kWh)

Supply charge = Bill Days X Charge (c/day)

We're on your team as the Principal Partner of the Australian Men's Cricket Team!

Have you heard? We're not just bringing the energy to over 1 million Australians who are on the Alinta Energy team. We're also bringing the energy to Australian Cricket this summer as Principal Partner of the Australian Men's Cricket Team.



To find out more visit alintaenergy.com.au/cricket



Interpreter Service

To use an Interpreter Service, please call 131 450.

Arabic لاستعمال خدمة الترجمة
 إتصل مع الرقم 13 14 50

Traditional Chinese 欲使用傳譯服務，
 請電 13 14 50

Croatian Ako želite koristiti Službu tumača,
 molimo nazovite 13 14 50

Greek Για να χρησιμοποιήσετε την Υπηρεσία
 Διερμηνέων, παρακαλώ τηλεφωνήστε στο 13 14 50

Italian Per l'assistenza di un interprete
 telefonare al 13 14 50

Spanish Para usar un Servicio de Intérpretes,
 por favor llame al 13 14 50

Vietnamese Muốn sử dụng Dịch vụ Thông
 dịch, xin gọi 13 14 50

Concession Eligibility

The Government of South Australia's Department of Human Services provides concessions on household energy accounts. For details regarding eligibility and on how to apply for a concession, phone the Concessions Hotline on 1800 307 758 or go to <https://dhs.sa.gov.au/concessions>

National Relay Service

To use the Teletypewriter (TTY) service, please call 133 677. This is available for the cost of a local call.

To use the Speak & Listen service, please call 1300 555 727.

Payment Assistance

If you need some help paying this account, please call us on 133 702 so we can give you details of payment plans and other assistance available.

Alinta Energy Direct Debit Request

Bank Account

Please complete this form to set up Direct Debit from a cheque, savings or transaction account. Or if you'd prefer, you can set up your Direct Debit arrangement from a **credit card** by calling us on **133 702**. Please be sure to complete ALL sections of this form.



Section 1: Your details

Customer first name Richard	Surname Robinson-Donnellan
Phone number (10 digits)	Email address
Electricity Reference Number (11 digits) 1 0 0 5 0 4 4 8 9 2 9	Gas Reference Number (11 digits)

Section 2: Select Bank Account

Cheque, Savings or Transaction Account

How does Direct Debit work?

Direct Debit allows you to pay amounts due from your nominated cheque, savings or transaction account. You will still receive your account as usual, so you can keep track of your energy consumption. The amount due will be paid on the due date of each account or the instalment date automatically from your nominated cheque, savings or transaction account. A message will appear on your account that it will be paid automatically.

Please read the Direct Debit Service Agreement on the reverse of this form and when you're happy to proceed, complete, sign and return this form to the reply paid postal address, fax number or email address shown below.

Bank or other financial institution (e.g. ANZ)	Account name
BSB number (6 digits)	Account number

Authorisation Details

I/we request you, Alinta Energy Retail Sales Pty Ltd ABN 22 149 658 300 (User ID No. 398218), until further notice, to debit my/our nominated account, through the Bulk Electronic Clearing System (BECS) for monies due, in accordance with the Direct Debit Service Agreement. I/we understand that the amount debited may vary and will include any discounts that may apply.

Account holder signature	Print name	Account holder signature	Print name
	Today's date D D M M Y Y		Today's date D D M M Y Y

If you've nominated an account where two signatures are needed to withdraw monies, both are required.

Section 3: Select your payment option

Please choose one of the following options to select how your bank account will be debited, otherwise the full amount will be debited.

<input type="checkbox"/> Total amount on the due date, as shown on your account	Please select which account/s you'd like to pay by direct debit: <input type="checkbox"/> Electricity and Gas <input type="checkbox"/> Electricity <input type="checkbox"/> Gas
<input checked="" type="radio"/> OR	
<input type="checkbox"/> Monthly payments* . (Smooth Pay)	<input type="checkbox"/> DAY Electricity Account Preferred day of the month
	<input type="checkbox"/> DAY Gas Account Preferred day of the month

Write the day of the month you'd like your monthly instalment debited from your nominated account in the box above (eg. 15 means the 15th of each month, or the next business day). **If you do not choose a day, your account will be debited on the 17th of each month (or the next business day).**

Section 4: Return your completed form

By mail: Alinta Energy Payments Team
Reply Paid 87289
MELBOURNE VIC 8060
(no postage stamp required)

By fax: Attention: Alinta Energy Payments Team **1300 781 235**

By email: Send your scanned form to customer.service@alintaenergy.com.au

Please remember to pay your account using your usual payment method until you receive confirmation that your Direct Debit arrangement has been set up.

*We will calculate the amount by estimating your annual electricity cost and your annual gas cost (if relevant) and dividing this into monthly instalments. If you are signed up to Alinta Energy for both gas and electricity, two monthly instalments will be made on your preferred day of the month - one for gas and one for electricity.

Direct Debit Service Agreement

This agreement outlines our service commitment to you, in respect of the Direct Debit arrangements made between us, Alinta Energy Retail Sales Pty Ltd ABN 22 149 658 300 (User ID 398218), trading as Alinta Energy, and you. It also sets out your rights and the commitment you need to make to us.

Our commitment to you

- We undertake to debit your nominated account or credit card as authorised by you and in accordance with (this agreement).
- We will provide you with confirmation of the Direct Debit arrangement prior to the first payment.
- Where a payment falls due on a non-business day, it will be debited on the following business day.
- We will give you at least 14 days notice in writing if we initiate changes to this agreement.
- If you have authorised us to debit amounts monthly, we will review your actual consumption against your instalments as agreed with you. We may adjust your future monthly instalments if we determine (acting reasonably) that there is a difference between the initial debited amount and the re-estimated amount of +/- 10%.
- We will keep details of your nominated account or credit card, private and confidential.
- We may cancel the Direct Debit arrangement at any time, including if three or more payments are returned unpaid by your Financial Institution or if you are no longer a customer of ours.
- If your payment is returned unpaid by your Financial Institution, we may re-process the payment after 5 days.
- If, as the result of the operation of a retailer of last resort scheme, we cease to be your energy retailer, we will immediately cancel the Direct Debit arrangement and promptly notify both you and your nominated Financial Institution of the cancellation.

Your rights

Changes to the arrangement

If you want to make changes to the Direct Debit arrangement or your nominated Financial Institution, please contact us on 133 702. Please allow 5 business days for the change to take effect. These changes may include:

- Deferring an individual payment;
- Altering the Direct Debit arrangement in any way;
- Stopping an individual payment;
- Suspending the Direct Debit arrangement; or,
- Cancelling the Direct Debit arrangement completely.

You may cancel the Direct Debit arrangement by contacting your nominated Financial Institution or us, but we suggest you call us on **133 702** in the first instance if you have any concerns, so as to minimise any delays in problem resolution and / or making the necessary changes. If you notify us, we will accept that notification and no longer rely on the Direct Debit arrangement and will use best endeavours to notify your nominated Financial Institution as soon as practicable of the cancellation. All written communications should be sent to the address provided on your account and should include your 11 digit electricity or gas reference number as shown on your energy account.

Disputes

If you believe a payment has been debited incorrectly, we encourage you to take the matter up directly with us by contacting us as soon as possible on **133 702**.

If you do not feel you have received a satisfactory response, we suggest you contact your nominated Financial Institution (they should confirm you have contacted us prior to involving them) to discuss the possibility of lodging a claim. If we cannot substantiate our actions, you will of course receive a refund of the incorrectly debited amount.

Your commitment to us

- You will ensure that the BSB (6 digit Bank State Branch number) and bank account information you supply, or the information about your credit card you supply us with, is up to date and correct, by checking it against a recent statement from your Financial Institution.
- You must ensure that your nominated account can accept direct debit through the Bulk Electronic Clearing System (BECS). Direct debit through BECS is not available on all accounts.
- It is your responsibility to ensure that the authorisation given to draw on the nominated account or credit card is identical to the signing instruction held by the Financial Institution.
- You will ensure sufficient funds are available in the nominated account or credit card to meet a payment on its due date.
- You will advise us if your nominated account is transferred or closed or if your details have changed. Note, upon finalisation of your customer account with us, all outstanding amounts will be withdrawn from your nominated account held with your Financial Institution.
- When your energy contract with us ends or on your Final Account, any outstanding amount will be withdrawn from your nominated account or credit card.
- If you cancel the Direct Debit arrangement by notifying your Financial Institution, you will use your best endeavours to notify us as soon as you can after the cancellation.
- If the Direct Debit arrangement is cancelled, we will notify you in writing and it will be your responsibility to use one of the alternative payment methods available to cover any amounts due.
- If your Alinta Energy plan includes a discount for payment via Direct Debit, you may lose the benefit if you discontinue the Direct Debit.

Fees & charges

- We will notify you of any payments returned unpaid and will recover from you any applicable fee (including GST).
- You are responsible for any fees or charges your Financial Institution imposes on you in connection with the Direct Debit arrangement.
- If your nominated account or credit card has insufficient funds to cover a payment, you are responsible for any costs we incur as a consequence.

If you have any enquiries regarding stops, cancellations or you require payment assistance, please call us on 133 702. Please allow 5 business days for any change to take effect.