

This information is available at the following link: <https://www.alintaenergy.com.au/qld/help-and-support/help-and-support/customer-support/faults-and-emergencies/covid-19>

Coronavirus (COVID-19) updates for our Alinta Energy customers

We understand the critical role that energy plays in the everyday lives of Australians, because of this we wanted to let you know that we're here to support our customers, staff and the community. For further information and guidance, including additional ways of how you can get in contact with us, please follow the below.

Supporting our customers

It's imperative we keep delivering for our customers in these challenging times and we're here to help you.

For our customers in New South Wales, Victoria, Queensland and South Australia

- For customers experiencing hardship directly due to the impacts of COVID-19 or for any other reason, please contact us so that we can offer you a range of different payment options to help you get back on track. We'll also work with you to ensure you stay connected and there will be no disconnections for when you're receiving hardship assistance, or if you're unable to afford your energy bill. If you're in **New South Wales, Queensland** or **South Australia** please call us on [13 37 02](tel:133702) or if you prefer, email us at customer.service@alintaenergy.com.au. For our **Victorian** customers, please call us on [1300 721 753](tel:1300721753) or email alinta.assist@alintaenergy.com.au

Changes to our call centre hours

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We've needed to reduce the number of our call centre staff, and we've also had to alter our operating hours to only be between **Monday to Friday from 9am to 7pm (AEST)**.

Because of these changes, our call centre is only able to handle urgent enquiries related to faults, emergencies and urgent billing enquiries. We'd appreciate your support by submitting all other enquiries through one of our other available contact channels, listed below:

MyAccount

- For our residential customers you can login or register to [MyAccount](#) with your email address and customer number to access your account information, concession details, payment arrangements and more

Facebook

- Send us a direct message through our [Facebook page](#)

Enquiry form

- Submit a general [enquiry form](#), with your customer number and details handy

Email

- Or if you'd prefer, send us an email at customer.service@alintaenergy.com.au

Government available assistance

Queensland Government Utilities Assistance Package

- As part of its COVID-19 economic relief package the Queensland Government has announced a Utility Assistance Package for both households and businesses in Queensland. Households will receive a \$200 utility payment to assist with their electricity and water bills, and all small businesses who consume less than 100,000

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kilowatt hours (kWh) will receive a \$500 utility rebate. This rebate forms part of a \$2.5 billion package to protect Queensland jobs and businesses.

- Customers won't need to do a thing to access the rebates, which will be automatically applied to bills over the coming months. For further information visit www.qld.gov.au

For new customers looking to join Alinta Energy

If you're looking to switch to Alinta Energy, you can easily [sign up online here](#). All you'll need is an email address, form of ID and 5 minutes – we'll then take care of the rest. Alternatively, you can call [13 37 02](tel:133702) and select option 2.

For the connection of electricity and gas

If you're in the process of building a new home or renovating an existing, you can arrange for an electricity connection

at electricityconnections@alintaenergy.com.au and for gas connections email gasconnections@alintaenergy.com.au.