

altogether. | support, beyond mere words



power. water. data.

altogether. | support, beyond mere words

A woman with long dark hair, wearing a light blue button-down shirt, is leaning over a kitchen counter. She is pointing her right index finger at a white smart thermostat mounted on a light-colored wooden wall. The thermostat has a dark screen and a small red indicator light. To the right of the thermostat is a chrome faucet. Above the counter, there is a wooden shelf with several green ceramic mugs and a white mug. The scene is lit with warm, ambient light from under the counter. A large, curved green graphic element is overlaid on the bottom left of the image, containing the main text.

**sustainable,  
affordable utility  
solutions**

altogether.

At the core of Altogether's approach to electricity and water services lies a commitment to sustainability.

Sustainable energy goes beyond investing in renewable energy; it involves providing cost-effective energy solutions for our customers, ensuring they are accessible both today and well into the future. Be assured, we consistently strive to achieve the best economic, social, and environmental outcomes for our electricity and water customers.

**We achieve this by:**

- Maximising the use of renewable energy sources.
- Managing peak loads efficiently.
- Ensuring efficiency in consumption.
- Assisting communities in transitioning to lower carbon fuel sources.

Moreover, we are setting new standards in customer service, aiding our customers in saving money and adopting more sustainable lifestyles.

**We are dedicated to working with you to:**

- Reduce your electricity and water costs.
- Establish manageable payment plans.
- Identify applicable government rebates.

Our committed customer support teams are here to help you realise that a more sustainable and budget-friendly tomorrow starts with us.

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A photograph of three people sitting around a white circular table in a bright, modern office or meeting space. A man in a maroon shirt is on the left, a woman in a blue sleeveless top is in the middle, and another woman in a black sleeveless top is on the right. They are all smiling and looking at a yellow brochure held by the woman in the middle. The brochure features a photo of a woman and a dog. A large green graphic overlay is at the bottom, containing the text 'complimentary guidance & support'. The word 'altogether.' is faintly visible on the green overlay.

# complimentary guidance & support



altogether.

At Altogether, our dedicated team is genuinely committed to empowering our communities to optimise their utility usage, ensuring both energy and water customers can afford their bills. We're here to guide you through understanding and managing your consumption effectively.

## Explore the following ways we can assist you:

### know your bill

Learn the details of your electricity, thermal, or water bill, including usage, tariffs, surcharges, and daily supply charges. We'll help you decipher your bill, empowering you to make informed decisions about your consumption.

### discounts and concessions

Ensure you're receiving all applicable discounts and concessions available. Our team will assist you in identifying and accessing the financial benefits you are eligible for.

### energy efficiency

Receive valuable tips to enhance your home's energy efficiency, leading to significant cost savings. By working together, we aim to reduce wastage, maximise efficiency, and enhance affordability for both you and your community.

### government rebates

Collaborate with us to ensure you are receiving all eligible government and non-government assistance.



Altogether, we are dedicated to providing personalised guidance to help you manage your utility costs effectively and sustainably.

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A woman with short brown hair is shown in profile, smiling warmly as she looks at a laptop screen. She is wearing a light-colored, possibly white, top. The background is a blurred kitchen with white cabinets and a wooden countertop. A large, vibrant green graphic shape, resembling a stylized arrow or a speech bubble, overlaps the bottom left and center of the image, containing the text 'support, when you need it'.

**support, when  
you need it**

We recognise that life doesn't always go as planned, and there are times when staying on top of bills can be challenging. At Altogether, we empathise with these situations and offer a range of free services to support our customers, helping them get back on track.

## Explore the assistance options available to you:

### payment support

Receive assistance in managing your budget and setting up a sustainable payment plan.

Our goal is to work collaboratively with you to establish a realistic plan that covers your ongoing consumption costs and gradually addresses any arrears over a specified period.

### consumer rights

Understand your rights as a customer to ensure fair treatment. We empower you with knowledge so you can advocate for yourself confidently.

### translation services

If you speak another language, our translation services are available to help you understand information in your preferred language.

### customer hardship program

Benefit from our Customer Hardship Program, specifically designed to support eligible residential customers facing financial challenges. Whether the hardship is temporary or long-term, our program aims to assist you in getting back on track with bill payments.

We acknowledge that financial hardship can affect anyone, and our commitment is to handle these situations with empathy, respect, and fairness. At Altogether, we are here to provide the support you need during challenging times.



**SCAN ME**

### customer hardship program

To find out more, scan QR code or visit: [altogethergroup.com.au/governance/Hardship](https://altogethergroup.com.au/governance/Hardship)

**altogether.**

For further enquiries please visit:  
**[altogethergroup.com.au](http://altogethergroup.com.au)**