



origin

LP Gas Customer Service Charter

Important information about your gas supply and how our service is designed to meet your needs.

*Our service
commitment
to you*



Together we can
make a difference.™

Welcome to Origin

Delivering good service

Thank you for choosing Origin LP Gas.

Origin is a leading, national retailer of LP Gas, Natural Gas and Electricity to more than 3 million homes and businesses. Our heritage of more than 150 years in the energy industry means we have the experience, knowledge and skills to look after your requirements.

Gas leaks and emergencies

If you suspect you have a gas leak, turn off your gas appliances and the gas cylinders and call us immediately on our 24-hour hotline: **1800 808 526**

Safety procedures

In the case of a gas leak, follow this safety guideline until the emergency service technician arrives.

- Do not light a match or a lighter.
- Do not smoke a cigarette.
- Do not use any electrical appliance, mobile phone or even turn on a light.
- Open all windows and doors.

Bushfire safety procedures

- Turn off the LP Gas cylinder at the valve on top of the bottle (following the direction of the arrows).
- Leave the cylinder where it has been installed in an upright position, secured to a solid structure and on a solid base.
- Remove any LP Gas cylinders attached to a wooden framed BBQ and place upright on a solid base.
- Remove any combustible materials surrounding LP Gas cylinders.
- Never place LP Gas cylinders inside a house or structure as they may present a hazard to firefighters.
- Never lay an LP Gas cylinder on its side as it is designed to vent gas if it becomes over-pressurised when heated.
- Never cover LP Gas cylinders with wet material which may dry out and combust, heating the cylinder.

How to order LP Gas

Ordering by telephone or online

Please quote your customer number when ordering. Your LP Gas will be delivered on the next scheduled delivery day for your area. See the back cover of this booklet for our contact details.

When to order LP Gas

Exchange cylinders

If your LP Gas is supplied in exchange cylinders, you will need to order gas as soon as one cylinder is empty.

Insitu cylinders and tanks

Insitu gas storage remains on site and is filled by a tanker on a regular schedule. If you know you will be using your gas appliances more than usual, please notify us at least three working days in advance so we can assess your requirements. Some larger tanks and cylinders are fitted with a gauge that indicates the level of gas, in which case you should order gas when the gauge reaches 30%.

If you request an unscheduled delivery, and you still have gas on site you may incur a cost for this service.

Testing the level of LP Gas

How much gas is in the cylinder?

The level of LP Gas in a full cylinder is actually just over three-quarters of the height of the cylinder. This allows for expansion of the gas.

You cannot tell how much gas is in a cylinder by shaking or tapping it, and these methods are not recommended because of the risks they pose of damage to the cylinder.

Hot water test

To check the level of LP Gas in a cylinder you can use the hot water test. Pour hot water down the side of the cylinder then after a few moments, run your hand down the cylinder. It will feel cool to the touch at the level of the LP Gas. Please exercise caution when dealing with hot water.

About your LP Gas account

Customer number

When you open an Origin account you are given a 10-digit customer number. You need to quote this number when ordering gas, paying an invoice or enquiring about your account.

Terms of payment

When LP Gas is delivered, an invoice is issued. The due date for payment appears on the invoice. Should you fail to pay your invoice by the due date a reminder notice will be sent to you for immediate payment. If payment is not made on receipt of a reminder notice your gas supply could be discontinued.

If you are unable to pay an invoice due to genuine financial hardship please contact us on **13 24 62** before the payment due date to make other payment arrangements.

Payment options

We offer a range of convenient payment options. Refer to your invoice or our website for details.

Minimum charge – for insitu customers only

To cover the continuing costs of maintaining your account and your gas supply, we reserve the right to charge a minimum monthly amount.

Notification of changes

We will inform you of changes to supply and charges for gas and services at the earliest opportunity. However, as circumstances may not allow, we must reserve the right to make changes without notice.

Finalising or transferring your account

Please contact us when you are making arrangements to move so we can reconcile your account. At the same time, you may wish to open an account for gas supply at your new address. We require three working days notice to finalise your account. Otherwise you could incur extra charges.

Gas remaining in cylinders

We are not able to give a refund or make allowance for gas remaining in cylinders when an account is finalised.

Fees and charges

Account establishment fee

When a new Origin account is opened an account establishment fee is charged on your first invoice. This fee covers the administration cost of opening an account with Origin, as well as associated operational costs.

LP Gas prices

LP Gas prices are subject to change according to movements in the world market price for LP Gas, changes in the value of the Australian dollar and the costs of supplying gas to you.

Facility fee

A facility fee is invoiced annually in advance and contributes to the cost of purchasing, testing, maintaining and replacing cylinders used to supply you with LP Gas. The facility fee enables Origin to ensure the cylinders are safe and meet the high standards set by legislation controlling the gas industry. The facility fee is not refundable.

Penalties for non-payment

If an invoice is not paid within seven days of the reminder notice, your gas supply may be discontinued. To re-establish your gas supply you must pay any outstanding invoices and penalties and contact us to confirm payment has been made.

Special charges

Additional charges may apply to some services such as unscheduled gas deliveries. We also pass on to the customer fees associated with dishonoured invoice payments.

Government fees and charges

As with normal business practice, government fees and charges (such as GST) are passed on to you, the customer.

Collection of debts

If an account is paid late or remains outstanding, we pass onto the customer any administration costs incurred in following up the debt. We also reserve the right to charge a monthly administration fee for outstanding debts.

Return of funds

If we need to return funds to you for any reason, the amount is only paid to the person registered as our customer.

Responsible use of gas

Ownership

The cylinder or tank used for storage of LP Gas is the property of Origin. The customer is responsible for protecting the cylinder or tank from damage and must reimburse us for any loss, damage or theft that occurs while it is in the care of the customer.

Possible sources of escaping gas

If you can smell gas, check:

- the pilot lights on your appliances;
- the burners on your stove;
- the connections to your cylinder and gas appliances or equipment, to see if they are loose.

If a cylinder is close to empty, you may be able to smell the odour added to gas for detection purposes as it tends to settle with time and becomes stronger as the cylinder reaches empty. So even though you can smell an odour, the cylinder may not be leaking.

Responsibility for gas leaks

We are responsible for the delivery and connection of cylinders and LP Gas to your property. The customer owns the pipe work, gas regulator and appliances and is therefore responsible for:

- general maintenance and any gas leaks at these fittings/ appliances; and
- gas cylinder leakage if damage to the cylinder has been caused by the customer.

Refunds cannot be made for gas lost through leakage.

Fluctuations in your consumption of gas

An increase in your gas consumption may be due to:

- seasonal fluctuations in temperature;
- using gas appliances more than usual;
- using new gas appliances you may have installed;
- gas appliances running inefficiently; or
- having visitors in your home or a new addition to the family.

Gas appliance servicing

The best way to maximise the efficiency of your gas appliances is by having your appliances serviced regularly. For information on gas appliance installation, service and maintenance, call us on **13 27 74**.

Access to your premises

We require access to your premises in order to deliver LP Gas, undertake inspections, repairs, testing or maintenance and connect or disconnect the gas supply.

We ask you to ensure our access is safe, convenient and unhindered. Our representatives carry or wear official identification, to be shown to you on request.

Please let us know if you have a pet so our staff can be advised to look out for your animal if they are required to visit your property.

Emergency stopping of gas supply

To keep our customers safe, we reserve the right to stop your gas supply without notice. We will only ever take this rare action when our customers' safety is at risk, such as when:

- an installation, appliance, fitting or cylinder is found to be unsafe during an inspection; or
- there is a breach of the gas industry regulations. The legislation exists to protect you from danger, because any breaking of the law can put you at risk.

In either case, the gas supply is turned off immediately until the problem is fixed or the issue resolved.

How to contact Origin

Customer Service **13 24 62**

Emergencies or leaking gas **1800 808 526**

Telephone interpreter service **13 14 50**

Postal address **GPO Box 1199, Adelaide SA 5001**

LP Gas orders

Telephone **13 24 62**

Website **originenergy.com.au**

Your Privacy

We collect your personal information and confidential information because without it we can't provide you with energy and related products and services under our agreement with you. We may exchange your information with our related bodies corporate, agents and contractors (such as mail houses, data processing analysts and debt collection agencies) to provide you with those products and services and also for any other purpose you have consented to or as authorised by law. We may also disclose your personal information to a credit reporting agency in certain circumstances. To access the personal information we hold about you, call us on 13 24 62.

Product and service offers

We would like to offer you value as an Origin customer, so we may present you with gas, electricity and household or business service offers in the future. If at any time you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please call 13 24 62 or write to:

Origin Opt Out
Reply Paid 1199
Adelaide SA 5001.

For more information visit
originenergy.com.au
or call **13 24 62**



recycled



australian
made

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