

**Solutions** for sustainable living



*Lead the  
way with  
Origin*

Together we can  
make a difference.™

# Origin. Our sustainability journey.

At Origin, we're working towards a more sustainable future for all Australians. We believe that together we can make a difference to the environment we all share.

Our commitment to our environment, sustainability and reducing carbon emissions has seen us become Australia's number one green energy provider and the 2007 Ethical Investor Company of the Year.

Origin is also an active member of the Clean Energy Council, focused on tackling climate change and a key member of Solar City projects throughout Australia.

## A history of success

One of Australia's leading energy companies, our history stretches back for more than 140 years.

Today, we're in the top 20 companies listed on the Australian Stock Exchange (ASX) and as one of Australia's largest energy retailers, we supply energy to more than three million customers.

## Looking to a cleaner tomorrow

Recognising the importance of sustainability, we offer more than just energy, including a range of environmentally friendly options to help reduce greenhouse gas emissions.

We're committed to encouraging all Australians to become individually responsible for their carbon footprint and providing tools to help them in their journey towards a sustainable future.

## Leading the way with green energy

We were among the first companies to offer renewable energy – now our Green Energy program is the largest voluntary renewable energy initiative in Australia with more than half a million green energy customer accounts.

Our 100% GreenEarth residential energy products are rated 1, 2 and 3 by Green Electricity Watch, an independent group of environmental non-government organisations led by the Australian Conservation Foundation.

[greenelectricitywatch.org.au](http://greenelectricitywatch.org.au)

We also pioneered Green Gas and Green LPG in Australia, for which we purchase carbon offsets to combat greenhouse gas emissions. And our independently audited carbon offsets initiative, the Carbon Reduction Scheme™, allows our customers to balance their greenhouse gas emissions.

## Educating our schools

Our school programs are in classrooms across Australia, promoting energy safety and efficiency education. Teachers and their students have the opportunity to show Australia what they've learnt in our new Switched On™ students program and by challenging themselves in our new online game, Energy Force.

## Supporting community action

Whether it's planting tens of thousands of trees with Landcare, distributing millions of energy efficient light globes or matching our employees' charity donations, we're supporting the communities in which we live and work.

## Powering Australian icons

Origin has completed some major solar installations for Australian icons including:

- the MCG
- Queen Victoria Market
- Parliament House Adelaide
- South Australia Museum
- Bendigo & Ballarat Solar Parks
- Adelaide Aquadome
- Solar schools across Australia, and in Queensland one of the 3 successful tenderers to implement solar under the National Solar Schools Program

# Sustainable solutions for your home.

## Solar electricity, solar hot water and heat pumps – ways you can make a difference.

Australia is one of the world's sunniest countries – and an ideal place to make the most of the sun's energy. With an Origin solar electricity system, solar hot water system or heat pump, you can harness the abundant power of the sun to generate your own clean electricity or heat your water.

### Advantages that shine

When you choose an Origin solar electricity system, solar hot water system, or heat pump, you'll not only reduce your use of fossil fuels and consequent greenhouse gas emissions, you could also save on your energy bills – year after year.

With savings like these, your system could pay for itself sooner than you think.

### Deal with a market leader

Since first offering grid-connected solar electricity systems in 2002, Origin has become one of the leading solar providers in Australia.

Our sustainable specialists will help arrange everything for you. Your system comes fully installed with a comprehensive manufacturer's warranty.

And you don't have to be an Origin electricity or gas customer to enjoy the benefits of our range of sustainable product solutions.

### Take advantage of government rebates

The Australian Government and some State Governments have introduced rebate programs\* to help reduce the cost of some of these sustainable solutions. Call our sustainability specialists today for more information.

\*Rebates are subject to eligibility requirements.

Visit [originenergy.com.au/solar](http://originenergy.com.au/solar) to find out more or contact the Department of the Environment, Water, Heritage and the Arts.



# Capture the power of the sun with solar electricity.

Solar electricity systems generate clean electricity using the sun's light, cutting your energy bills and reducing the impact on our environment.

Installing a solar electricity system is not only a sound economic investment, you'll also be doing your bit to reduce the effects of climate change and create a brighter future for us all to share.

## Solar power on demand

One of the most common misconceptions about solar energy is that you won't generate power on a cloudy day. But it doesn't have to be sunny or even warm for your solar panels to work, as it's light, not heat, that generates the electricity. So as long as there's daylight, even with cloud cover or on cooler days, your solar panels are still quietly producing clean energy, saving greenhouse gas emissions and money.

## A fully installed solution that's right for you

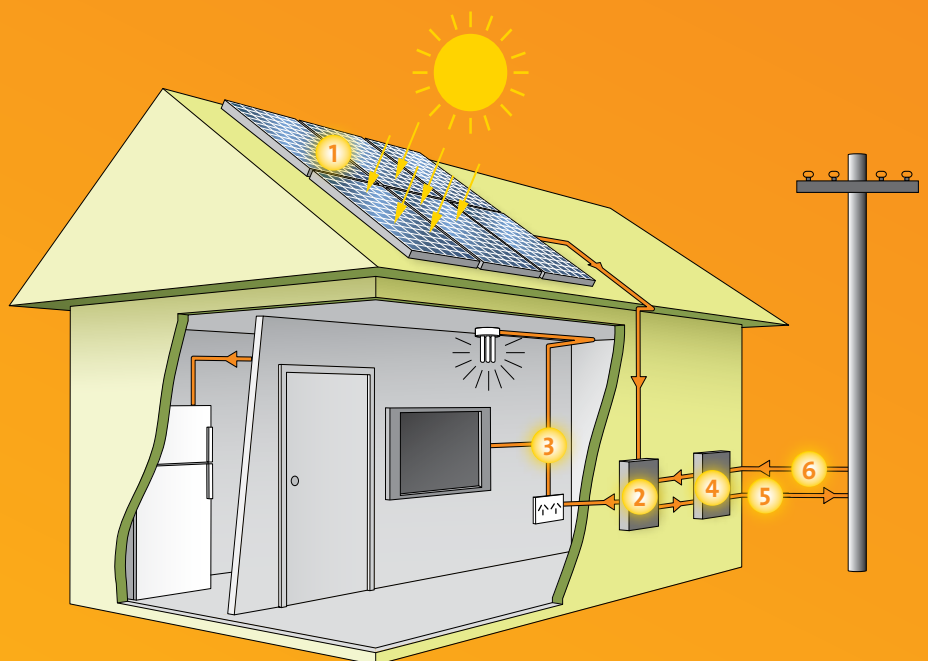
Whether you're a home or business looking to generate all, or some of your electricity, our sustainability specialists will work with you to find the solar solution that suits your needs. You can also rest assured that your system will be installed by a Clean Energy Council accredited installer.

When you're ready to go solar, simply order online or call **1300 791 468**. We'll organise everything from design right through to installation and connection to the grid.

## How does my solar electricity system work?^

Your system includes solar panels (photovoltaic cells) installed on a north, north east or north west facing roof, an inverter, DC switch, circuit breakers and cable. We'll also help arrange your meter changeover, so we can record the solar electricity your system exports to the grid.\*

- 1 Solar photovoltaic panels produce DC power.
- 2 Your inverter converts the solar DC power to AC power, suitable for your household needs. Any excess generation is fed back to the grid.
- 3 You first use the electricity produced by your solar system in your home, with any additional power supplied from the electricity grid.
- 4 Your meter measures your electricity production and consumption.
- 5 Any excess electricity produced over and above what you first use in your home is exported back to the grid.
- 6 When your electricity demand exceeds your solar generation, electricity will be imported from the grid.



The only changes you'll notice are the modern-looking and unobtrusive panels on your roof, a discreetly mounted box (your inverter), a new meter – and lower power bills!

^Based on a net metered installation. Gross metered is where all your solar generation is exported to the grid.  
\*Additional charges may apply for meter changeover.

## How does the Solar Credits Scheme work?

The Solar Credits Scheme works by applying a multiplier to the Renewable Energy Certificates (RECs) created by solar electricity systems to the first 1.5 kilowatt of rated output. As RECs are assigned to Origin, the value of the certificates are included in the purchase price of your solar electricity system.

The scheme removes means-testing based on household income and is not limited to your primary residence – so the credits may also apply to holiday homes and investment properties.

This enables more Australians to be assisted with the up front cost of solar electricity systems.

## Be rewarded with feed-in tariffs

With solar the savings can really add up. You even have the potential to be reimbursed for any surplus energy you generate, thanks to feed-in tariffs (FITs).

FITs help encourage more Australians to generate their own electricity. You'll be reimbursed for any power you produce that you don't first use in your home – the excess power is fed back into the grid and is credited to your electricity bill.

FITs vary by state – to find out more, call our sustainability specialists on **1300 791 468** or visit [originenergy.com.au/solar](http://originenergy.com.au/solar)

## How much power will I generate?

The amount of electricity your system generates depends on your location and system size. Our systems come in a range of sizes suitable for most domestic and commercial applications, all at competitive prices.

## Interest-free payment plan,\* 5% up front then nothing to pay for 3 months!

Origin makes solar more affordable with our interest-free payment plan – after paying 5% up front, pay nothing for 3 months then simply pay the balance off using your credit card over 12 months. Call us on **1300 791 468** or visit [originenergy.com.au/solar](http://originenergy.com.au/solar)

\*Origin does not charge interest on this payment plan. As monthly payments are via credit card you may incur interest from your credit card provider.



## The benefits of solar electricity

- ✓ Fully installed – we arrange everything including coordination of your meter changeover if required.
- ✓ 25 year power output warranty on your solar panels.
- ✓ Through feed-in tariffs (FITs) you have the potential to be paid for excess electricity that's fed back into the grid.
- ✓ It could save money on your energy bills year in, year out.
- ✓ A solar electricity system could add value to your home.

With what you could save each year on your electricity bills, your system could pay for itself sooner than you think.



Solar panels and inverter

# Heat your water with the sun's energy.

Solar hot water systems and heat pumps use energy from the sun to heat your water, reducing your use of fossil fuels. This means you could lower both your greenhouse gas emissions and energy bills. With our range of Australian manufactured award winning DUX products, you can help make a difference to our environment, without compromising your lifestyle.

## Every time you turn on the tap, turn on savings

You could cut your energy bills and your greenhouse gas emissions, with an Origin solar hot water system or heat pump. Our solar hot water systems use the sun's energy to pre-heat your water, before it's returned to your hot water tank. Because the water is already warm, you'll use a lot less energy to heat it.

And, your system will be electric or gas boosted, so you'll have hot water on tap all year round.

## A fully installed solution that's right for you

No matter what your hot water needs, whether you'd like solar hot water at home, or are a business looking to reduce your energy consumption, our sustainability specialists will work with you to find the solution that's right for you.

We'll then arrange everything, from design to supply and installation. And, you can rest assured knowing that your system comes with a comprehensive warranty.

## How does my solar hot water system work?

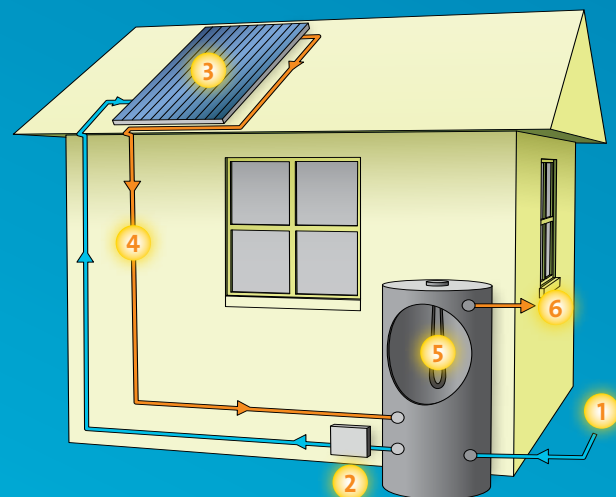
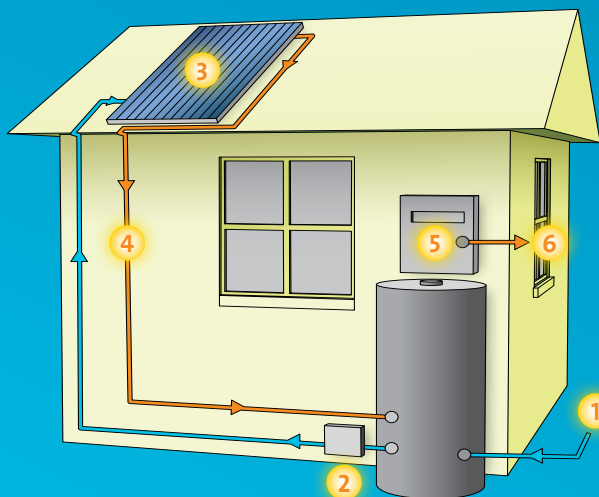
Your system includes solar collectors mounted on your roof, a ground-mounted tank, an electric pump, controller and a gas or electric booster.

### Solar hot water – gas

- 1 Cold water is supplied to the tank via your cold water inlet.
- 2 Your circulating pump transports cold water to the solar collectors mounted on your roof.
- 3 The sun's rays heat the cold water in your solar collectors.
- 4 Heated water returns to your water tank.
- 5 When hot water is needed, solar pre-heated water is drawn through the gas booster which only heats it if required. Because your water is already warm, you use a lot less energy to heat it.
- 6 You have a continuous flow of hot water to your household, ready to enjoy.

### Solar hot water – electric

- 1 Cold water is supplied to the tank via your cold water inlet.
- 2 Your circulating pump transports cold water to the solar collectors mounted on your roof.
- 3 The sun's rays heat the cold water in your solar collectors.
- 4 Heated water returns to your water tank.
- 5 The thermostatically controlled heating element in the tank heats water to a set temperature. Because your water is already warm, you'll use a lot less energy to heat it.
- 6 Hot water is stored in your tank ready for you to enjoy.



## On the ground or on the roof?

We've considered all the solar hot water options and chosen a system that complements most ground-mounted hot water systems. This provides flexibility and ease of installation into established homes, without requiring roof reinforcement or extensive new plumbing.

## Heat pumps

Heat pumps work like our solar hot water systems but without solar collectors mounted on your roof. So if you don't have sufficient roof space to mount solar collectors or shading issues then a heat pump is a perfect solution. A heat pump transfers the heat in the air outside of the unit to the water stored inside the heater through a heat exchange system. A heat pump can heat during the day or during the night and does not require direct sunlight to heat water but rather draws heat energy from the surrounding air. To see how a heat pump works visit [originenergy.com.au/2613/How-does-it-work](http://originenergy.com.au/2613/How-does-it-work)

## Government rebates

Renewable Energy Certificates (RECs) and a range of generous Federal and State Government rebates are available to make going solar even more affordable. To find out more about the Government rebates on offer and eligibility requirements simply see the 'Here's what customers ask us' section on page 10 of this brochure, or visit [originenergy.com.au/solar](http://originenergy.com.au/solar)

## Interest-free payment plan,\* 5% up front then nothing to pay for 3 months!

Origin makes solar more affordable with our interest-free payment plan – after paying 5% up front, pay nothing for 3 months then simply pay the balance off using your credit card over 12 months. Call us on **1300 791 468** or visit [originenergy.com.au/solar](http://originenergy.com.au/solar)

\*Origin does not charge interest on this payment plan. As monthly payments are via credit card you may incur interest from your credit card provider.



Heat pump and gas boosted solar hot water system

### The benefits of solar hot water

- ✓ Fully installed – we arrange everything.
- ✓ Range of Australian manufactured DUX products.
- ✓ Comprehensive manufacturer's warranties.
- ✓ Reduce your impact on the environment, without compromising your lifestyle.
- ✓ You could reduce your energy bills.
- ✓ Hot water all year round.
- ✓ Replace your old hot water system today before it breaks down.

With what you could save each year on your energy bills, your system could pay for itself sooner than you think.

# Energy efficient heating and cooling solutions.

## Sharp inverter reverse cycle room air conditioner

Whatever the weather's like outside, enjoy year-round comfort inside with a fully installed Sharp Inverter reverse cycle room air conditioner from Origin.

Warm in winter and cool in summer, a reverse cycle room air conditioner from Origin will put the climate in your control throughout all seasons.

## How does it work?

Split system room air conditioners are made up of two separate units, one located inside the room and the other outside. In cooling mode, warm air from the room is drawn into the indoor unit where the heat is absorbed and removed. The air is recirculated back into the room providing cool, comfortable living even on the hottest summer day. By simply flicking the switch your heat pump runs in reverse to keep your room cosy and warm on winter days.

## Fully installed

Your Sharp inverter reverse cycle room air conditioner will come fully installed. A pre installation site inspection will be conducted to determine whether your preferred location for both the indoor and outdoor unit is suitable and also to confirm you have selected the most appropriate sized split system.

Installation includes the back to back connection of the indoor and outdoor unit and all electrical & plumbing compliance certificates.

## Interest-free payment plan\*, 5% up front then nothing to pay for 3 months!

Origin makes purchasing your split system more affordable with our interest free payment plan - after paying 5% up front, pay nothing for 3 months then simply pay the balance off using your credit card over the next 12 months.



Sharp Inverter  
reverse cycle  
room air  
conditioner

## Energy efficient space heaters.

The Rinnai Energysaver is the perfect choice if you want the best in comfort, safety and efficiency in heating.

- ✓ Efficiency rating of in between 4.2 and 4.6 stars, among the highest available for flued space heaters.
- ✓ Reduce your heating costs.
- ✓ A range of space heaters to suit every need, including heating large living areas to installing in tighter spaces, corners or between furniture.
- ✓ All models feature full electronic thermostat control, dual digital timers and economy mode.
- ✓ Your Rinnai space heater will come fully installed.

### **Interest-free payment plan\*, 5% up front then nothing to pay for 3 months!**

Origin makes purchasing your space heater more affordable with our interest-free payment plan - after paying 5% up front, pay nothing for 3 months then simply pay the balance off using your credit card over the next 12 months.

\*Origin does not charge interest on this payment plan. As monthly payments are via credit card you may incur interest from your credit card provider.



So call us today on **1300 791 468** and speak to our heating and cooling specialists to find out more.  
Or visit [www.originenergy.com.au/3265/heating-and-cooling](http://www.originenergy.com.au/3265/heating-and-cooling) and purchase the system of your choice.

# *If your hot water lets you down, we won't.*



*Breakdown  
replacement  
service*

Simply call our breakdown hotline and our hot water specialists will arrange a replacement system for you!

- ✓ Reliable hot water replacement service.
- ✓ Peace of mind dealing with one of Australia's leading retailers.
- ✓ Interest-free payment plan\* - just 5% up front then nothing to pay for 3 months!
- ✓ Choose from a range of quality natural gas, electric or heat pump hot water systems.

## *Need hot water in a hurry?*

Call our hotline and we'll arrange a replacement system.

**1300 791 468**

## *Origin EcoStore*

Shop green with a few simple clicks at [originecostore.com.au](http://originecostore.com.au)

Originecostore.com.au is a one-stop sustainability products shop. The perfect place to shop for products which have less impact on our environment, than their everyday alternatives.

From the techno-savvy world of wind-up torches and media players, to more traditional environmentally friendly items such as low flow shower heads and energy efficient light bulbs, originecostore has simple ideas, solutions and green gift ideas at your fingertips.

*Shop for a more sustainable future today!*

Discover more ways to help reduce your impact on our environment and save money at the same time. Looking for lighting? Going wise on water?

It's all online visit [originecostore.com.au](http://originecostore.com.au) today



*Great  
reasons for a  
sustainable  
future with  
Origin*

- ✓ Deal with a market leader in sustainable solutions.
- ✓ Save time and money – Our products come fully installed and we arrange everything for you including connection.
- ✓ Comprehensive manufacturer’s warranties for peace of mind.
- ✓ Convenient payment options, including all major credit cards and an interest-free payment plan - just 5% up front.

To find out more about our range of sustainable solutions for your home, or for a quote or to purchase, call **1300 791 468** or visit **[originenergy.com.au/solar](https://originenergy.com.au/solar)**

# Here's what our customers ask us...

## 1. What's the difference between a solar hot water collector and a solar electricity (PV) panel?

Solar hot water collectors use heat from the sun and/or air to directly or indirectly heat water. Solar photovoltaic (PV) panels use the effect of sunlight on crystalline silicon to generate direct current. This is then converted to alternating current (240V AC) to use in your home or feed into the electricity grid. Solar hot water collectors can't be connected to the electricity grid and solar PV panels can't be used to heat water as they are completely different forms of technology.

## 2. How does the Solar Credits Scheme work for solar electricity?

The solar credits scheme works by applying a multiplier to the Renewable Energy Certificates (RECs) created by solar electricity systems to the first 1.5 kilowatt of rated output. As RECs are assigned to Origin, the value of the certificates are included in the purchase price of your solar electricity system.

## 3. What Australian Government Rebates are available?

**Solar Hot Water & heat pumps** - The Australian Government's Solar Hot Water Rebate Program offers a rebate of \$1,600\* if you replace an existing electric hot water system with a solar hot water system. To receive the rebate, you must meet a range of eligibility requirements. State rebates may also apply in addition to the Australian Government rebate. To find out more, simply visit [environment.gov.au/rebates](http://environment.gov.au/rebates)

\* Subject to change.

## 4. What are Renewable Energy Certificates?

Renewable Energy Certificates (RECs) vary according to the size of your solar electricity or solar hot water system. Origin purchases the RECs that your system generates, and includes this in the amount you pay for your system. All our quoted prices are subject to you assigning to Origin the right to create RECs for which the system is eligible.

## 5. What is a feed-in tariff?

Feed-in tariffs (FITs) reimburse you for any power your solar electricity system feeds back into the grid and vary by state. They help to encourage more Australians to generate their own electricity.

We offer a net feed-in tariff arrangement which means that any power your system generates is first used in your home. You're then reimbursed for any excess electricity your system produces that's fed back into the grid. Feed-in tariffs appear as a credit on your electricity bill and are based on a given number of cents per kilowatt hour of electricity that your system exports.

## 6. How long will it take to have my system installed?

Installing a solar hot water system or heat pump takes less than a day. The time from order placement to installation is approximately four to six weeks.

For solar electricity systems, installation time depends on a range of factors which we'll manage on your behalf, including:

- Installation – Installing your system usually takes less than a day.
- Meter changeover – your electricity distributor will install a new meter following an inspection of your solar electricity installation, which will take approximately four to six weeks.

## 7. Are there any additional costs?

Origin's systems are complete and fully installed so there are no hidden costs.

If your home falls outside our standard installation guidelines – for example, upgrading your current power supply or if additional materials are required – we will advise you before we start work.

If you install a solar panel system and require a meter changeover, additional meter changeover/installation fees charged by your distribution company may apply.

If you have any other questions, visit [originenergy.com.au/solar](http://originenergy.com.au/solar) call **1300 791 468** or email [solarenergy@originenergy.com.au](mailto:solarenergy@originenergy.com.au)

# Here's what our customers tell us...

“So far we have worked out that we are paying about half what we used to for our electricity. I just had to call Origin and say I wanted solar and they did the rest, from installation to processing my Federal Government rebate and dealing with ETSA Utilities.”

*Brenton Lane, solar customer, SA*

“Origin made it really easy, the staff know their products and were prompt with information and very helpful. In addition, the contract and supporting documents are easily understood and hold no hidden surprises.”

*Bill Mitchell, solar customer, ACT*

“We have eight panels which supplies us about 80% of our energy needs, without producing any CO2 or any heat..

I was a technician for 33 years, but even I was amazed how easy it was to buy something that would take energy from the sun and send it directly back to the grid. Origin sorted it all out with no problems.”

*Richard Vanstone, solar customer, QLD*

“As a low energy user, I now produce more electricity than I need so that goes back into the grid and I get paid for it!..

I shopped around and found that Origin gave the best service. They organised everything I needed including a convenient installation time and date and they were really easy to deal with and happy to help in any way they could. Would I recommend them? I already have!”

*Nic Quittner, solar customer, VIC*



## *Australia's number one green energy provider.*

As part of our commitment to caring for the environment, we offer a range of options to our customers, including:

- Solar electricity and solar hot water
- Green energy
- Carbon offsets

For more information, simply visit [originenergy.com.au](http://originenergy.com.au)

# *Start making a difference today.*

We make it simple. Visit [originenergy.com.au/solar](http://originenergy.com.au/solar) or call **1300 791 468**.

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Together we can  
make a difference.™



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