

# Customer Disclosure Statement & Charter

## Your retailer

- **In NSW and ACT:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy LPG Ltd (ABN 77 000 508 369) for natural gas, of Level 45, Australia Square, 264-278 George Street, Sydney, NSW, 2000.
- **In SA and NT:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas, of 100 Waymouth Street, Adelaide, SA, 5000.
- **In QLD:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas, of 180 Ann Street, Brisbane, QLD, 4000.
- **In VIC:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas in and around Mildura and Origin Energy (Vic) Pty Ltd (ABN 11 086 013 283) for natural gas in all other areas of VIC, of 321 Exhibition Street, Melbourne, VIC, 3000.

## Your Agreement

- Your Agreement is for the Supply Address set out in the Details section.
- Your Agreement doesn't have a fixed term. It will continue until you or we end it. If your Agreement includes an Energy Plan, it may have a fixed term. At the end of this term we may extend your current Energy Plan or set you up with a new Energy Plan – but only if we've written to you first and you haven't told us not to. If you don't hear from us, your energy supply will continue under our Agreement without Energy Plan benefits. Clause 18 (or clause 16 for Embedded Network customers) of the Agreement sets out the terms, conditions and Charges that will apply if you keep taking supply after your Agreement should have ended.
- If you're a small business customer, your Energy Plan may include an exit fee – the amount is set out in your Details section. See your Agreement Terms and Energy Plan for details about when your exit fee may apply.
- We won't apply a fee if you vary your electricity usage.
- Your Agreement starts on the Acceptance Date set out in your Details section. If no date is specified then this is the date you sign the Details section or accept the Agreement over the phone or on-line. **You have a 10 business day cooling off period. You may cancel this Agreement by completing the enclosed cancellation form by fax on 1800 688 834 or by posting to Reply Paid 1199, Adelaide SA 5001 or by calling 1300 726 133 or by emailing enquiry@originenergy.com.au. We cannot supply you with energy or other goods or services or require you to provide any payment or other consideration in connection with this Agreement during the cooling off period except where permitted by law.**
- Supply under your Agreement starts on the date set out in your Details section, or if no date is set out, the date notified to you. If you're transferring to us from another retailer, this is likely to be the date of your next scheduled meter reading.
- If you move your Agreement (including any Energy Plan) will end from the date you do so. You need to give us at least 3 Business Days notice.
- We can vary your Agreement by notice to you as set out in the Agreement Terms.
- We can arrange for disconnection of your energy supply in a number of circumstances. These include if you ask us to or you don't pay your bill on time, or you've refused to provide a Security Deposit or your meter hasn't been able to be read for 3 consecutive meter readings – see clause 16 (or clause 14 for Embedded Network customers) of the Agreement for more details. The Regulatory Requirements prevent disconnection in some circumstances.

## Your Charges

- The Charges you will pay are set out in your Details section and the Agreement. Those Charges may include a card payment fee for payments made by Visa or Mastercard, a late payment fee for bills paid after the Due Date, an account establishment fee for transferring to us from another retailer or setting up your account with us for the first time, a payment processing fee if you pay your bill over the counter in person at a third party retailer or outlet or via POST billpay and a paper bill fee if you get your bill by post.
- Unless we say we won't do so in your Energy Plan, we can vary the Charges at any time by notice to you. This means we can vary the amount, nature and structure of any of the Charges. The notice may be by a message on your bill. We'll notify you as soon as practicable, but no later than your next bill. For Small Customers in Queensland, we'll give you at least 10 Business Days notice of any increase to the charges. We can also vary the Charges by notice to you in limited circumstances, even if we say we won't do so in your Energy Plan – see clause 10 (or clause 9 for Embedded Network customers) of the Agreement for details.
- We'll check your details with your Distributor. If any of the details are incorrect (e.g. the meter type), we may change the Charges by notice.
- Depending on your creditworthiness, we may ask you to pay a Security Deposit.
- If you breach your Agreement or the Regulatory Requirements, we may charge you any reasonable costs we incur as a result, except where those amounts are included in the Charges.

## Energy Plan features

If your Agreement includes an Energy Plan then the Energy Plan includes certain features. These may include a guaranteed or conditional discount on usage charges, fixed usage and supply charges, a fixed amount for usage and supply, and feed-in tariffs. Check your Energy Plan terms for details of your features (not applicable for Embedded Network customers). We may also have special offers with additional benefits available from time to time.

## Billing

- We will send you a bill at least once every three months (or at least every 2 months for Small Gas Customers in Victoria). If your Supply Address has a Digital Meter, you may choose a billing period of 1 month. We may change the billing period by notice to you.
- Unless you have taken up a Predictable Plan, your bill will usually be based on an actual reading of your meter, except where an estimate is used, for example because your meter couldn't be accessed.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office, by cheque, direct debit (by agreement), Visa or Mastercard over the phone or online or BPay.
- Make sure you review your bills carefully and if you have concerns, just ask us to do a review. You can also ask for your meter to be tested as part of the review – charges may apply if it's found to be operating correctly and you may have to pay these before the test, except for Small Customers in Victoria or Queensland.
- If you are experiencing financial difficulties, let us know as we have a range of payment options that might help. We may also be able to give you information about government support.

## Enquiries and complaints

- If you have an enquiry, complaint or dispute, including in relation to your bill or any marketing activity, please contact us. We'll handle your complaint and let you know the outcome in accordance with our standard complaints and dispute resolution procedures which you can find at [originenergy.com.au](http://originenergy.com.au). You can also ask us to send you a copy.
- If you're not satisfied with how your complaint has been resolved you may be able to contact the energy ombudsman in your state or territory.

**NSW:** 1800 246 545

**VIC:** 1800 500 509

**ACT:** (02) 6207 1740

**SA:** 1800 665 565

**QLD:** 1800 662 837

If you'd like more information on the terms and conditions, instalment plans, energy rebates for life support or other concessions or rebates, call us on 13 24 63. You may be eligible for government concessions or rebates depending on your personal situation (for example, for certain concession card holders and pensioners).

## Other

- You can use our online services to set up and manage your account with us and/or elect to receive correspondence related to your account via email or online. Just go to [www.originenergy.com.au](http://www.originenergy.com.au). If you do, this will operate as an electronic transaction, you'll be bound by it and where we provide information to you electronically you'll be taken to have received it.
- We'll comply with any service standards and levels that apply to you, in accordance with the Regulatory Requirements. Changes to these will only be made in accordance with the Regulatory Requirements.
- In Victoria you may be contacted as part of an audit procedure to confirm your understanding of and consent to the Agreement.
- Discounts are off our Origin Supply charges which can be found here: [originenergy.com.au/pricing](http://originenergy.com.au/pricing)
- We may pay a commission to a marketer for the introduction of your business to us (if applicable). Our marketers include:

### **Connectus Pty Ltd trading as You Compare**

Suite 2, Level 10,  
276 Flinders Street  
Melbourne, VIC 3000  
1300 683 009  
[youcompare.com.au](http://youcompare.com.au)

### **Direct Connect Australia Pty Ltd**

15 Shierlaw Avenue  
Canterbury VIC 3126  
1300 739 758  
[directconnect.com.au](http://directconnect.com.au)

### **Electricity Wizard**

Ground Floor,  
99 Coventry Street  
South Melbourne 3205  
1300 763 412  
[electricitywizard.com.au](http://electricitywizard.com.au)

### **Energy Watch**

294 Bay Road  
Cheltenham VIC 3192  
13 92 82  
[energywatch.com.au](http://energywatch.com.au)

### **Fast Connect**

Suite 3, 567 Newcastle Street  
West Perth WA 6005  
1300 661 464  
[fastconnect.net.au](http://fastconnect.net.au)

### **iSelect**

294 Bay Road  
Cheltenham VIC 3192  
13 19 20  
[iselect.com.au](http://iselect.com.au)

### **Make It Cheaper**

Level 5, 100 William Street  
Woolloomooloo NSW 2011  
1300 957 721  
[makeitcheaper.com.au](http://makeitcheaper.com.au)

### **Moving Hub**

105/425 Docklands Drive  
Docklands VIC 3008  
1300 744 334  
[movinghub.com.au](http://movinghub.com.au)

### **MyConnect**

Level 3, 289 Flinders Lane  
Melbourne VIC 3000  
1300 854 478  
[myconnect.com.au](http://myconnect.com.au)

### **On the Move**

63 Cambridge Street  
Collingwood VIC 3066  
1300 850 360  
[onthemove.com.au](http://onthemove.com.au)

### **Residential Connections trading as Thought World**

Level 3, 342 Flinders Street  
Melbourne VIC 3000  
1300 896 877  
[thoughtworld.com.au](http://thoughtworld.com.au)

### **Split It**

135 King Street  
Sydney NSW 2000  
1300 862 255  
[splitit.com.au](http://splitit.com.au)