

Origin Connect – Close your energy account, or close & transfer it



If you've accepted responsibility for paying the site's energy account fees and charges during the build, when the work's done you can use Origin Connect to close your energy account or complete a form with your customer to have the energy account transferred to them.

Close, or close and transfer your account

Log in at originenergy.com.au/connect to display Origin Connect home. Your in-progress and historical requests display in order of most to least recent. You'll see the **Close or transfer** button in the Details panel (centre panel) in requests you can close online.

The screenshot shows the Origin Connect interface. On the left is a 'Requests' panel with a list of requests. The selected request is '4 Sample Place Sample ACT 2600' with status 'IN PROGRESS'. The 'Details' panel on the right shows the request ID 'OC100403', energy type 'Natural gas', connection type 'Service line and meter', and status 'In Progress'. A red box highlights the 'Close or transfer' button. The 'Messages' panel on the right shows a message from Kevin T, Origin, dated 29 Nov 11:38 am, regarding the Customer Consent Form. A '+ New request' button is visible at the bottom of the Requests panel.

Hints and tips

You can close or transfer accounts for these request types

- Permanent (electricity)
- Temporary in Permanent (electricity)
- Gas service line and meter
- Gas meter

Closing your account means the supply may be switched off on site if your customer hasn't already set up their energy account.

Conditions

- The connection request status must be one of the following:



Note: Check the status by clicking the request you want to close or transfer, then look at the status in the Details panel.

- The person logged in to request the change must be listed as one of the company's registered users.

1. Click the request to check its status.

Check the status in the Details panel. Sometimes NEW MESSAGE/REPLY NEEDED messages temporarily cover the status in the Requests panel.

2. Click Close or transfer.

The Account closure or transfer request screen displays. (See next page.)

3. Close your account, or close it and transfer the site to your customer.

(See next page.)

Quick links

Log in: originenergy.com.au/connect
Info: originenergy.com.au/buildingindustry
Help & support by email:
OriginConnectHelp@originenergy.com.au

Origin Connect – Close your energy account, or close & transfer it



Close, or close and transfer your account (continued)

Account closure or transfer request

Close an energy account held in your name at a property you've been working on.

Choose "Close account and transfer site" to close your account and set up a new account for the property owner at the same time, ensuring the energy never stops.

Close or transfer

4 Sample Place
Sample ACT 2600

Request ID
OC100403

Energy type
Natural gas

Origin account number
123456789000

Request

Close account
Close the account and de-energise the site.

Close account and transfer site
Closes the account and opens a new account for the owner or tenant.

The current and new account holders, must complete and sign an [Account closure and transfer request \(PDF\)](#). After it has been signed, attach the form to this connection request.

[Upload signed form](#)

Submit

1. Want to close the account, without transferring the site?

Click **Close account**, type in the preferred disconnection date, then click **Submit**.

Request

Close account and transfer site
Closes the account and opens a new account for the owner or tenant.

Close account
Close the account and de-energise the site.

Preferred disconnection date (DD/MM/YYYY)

Submit

2. Want to close the account and transfer the site?

- Click **Close account and transfer site**.
- Complete and sign the **Account closure and transfer request** form with your customer and scan it.
- Click **Upload signed form**, upload it, then click **Submit**.

In both cases, the Account closure request screen displays a summary of the request.

Hints and tips

What happens then?

The system generates a new request number, which has a link back to the original request so you can see the details when you need to.

Submitting a 'close or transfer' request triggers:

- a final meter read
- closure of your energy account for that site, and a final bill
- a new contract pack for your customer if you transfer the account.

How long does an account closure take?

We'll take a final read as close to the preferred disconnection date as possible. Please make sure there's clear and safe access to the site for the meter reader.

How much does disconnection/reconnection cost?

You'll find the current fees on the **Account closure and transfer** form, and they're also available at originenergy.com.au/additionalfees.

These state-based fees are charged by the distributor and passed on by us.

