



# Origin LPG for your home

Important information  
for consumers

# Thanks for choosing Origin

We're proud that you've chosen Origin to supply your LPG.

We're a leading national retailer of LPG, natural gas and electricity and we promise to put that experience and expertise to good use for you.

## LPG for your home

Once you've opened an LPG account with Origin we'll arrange delivery of LPG to you in LPG bottles or by tanker-fill to your home. It's important you understand everything in this document.

Chat with us live if you have any questions at **[origin.com.au/lpg](https://origin.com.au/lpg)**.

Or you can call us on **133 LPG (133 574)**

## We're serious about safety

### Think you've got a gas leak or emergency?

Turn off your gas cylinders right away and call us immediately on our 24-hour hotline:

**1800 808 526**

#### **If you suspect you have a gas leak, follow the safety guidelines until an emergency service technician arrives:**

- ✗ DON'T light a match or lighter
- ✗ DON'T smoke
- ✗ DON'T use any electrical appliance, mobile phone or even turn on a light
- ✓ DO open all windows and doors; and
- ✓ DO remove any flammable materials surrounding the LPG cylinders.

#### **If you can smell gas, check:**

- ✓ The pilot lights on your appliances
- ✓ The burners on your stove
- ✓ The connection to our cylinder and gas appliances or equipment to see if they're 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.

For more information on our safety procedures, please refer to [origin.com.au/lpgsafety](https://origin.com.au/lpgsafety)

## Getting your account up and running

### Ordering LPG cylinders

Together, we'll work out whether you'll need to order LPG from Origin on an 'as-needs' occasional basis or whether you'll benefit from scheduled regular deliveries of LPG.

If you do need to order LPG, you can do this online or over the phone.

Online [origin.com.au/lpgorder](https://origin.com.au/lpgorder)

Phone **133 LPG (133 574)**

You'll need your customer number when ordering.

### Delivery of LPG

#### Access to your premises

We'll need you to provide Origin (and our agents and contractors) with safe and easy access to your premises to deliver your LPG, as well as other activities including inspections, repairs or for connection or disconnection. So, make sure you tie up Rover the dog or any other pets.

#### What happens if there is a change to a delivery?

Now and again, we may need to change our delivery service or time but we'll do our best to let you know at the earliest opportunity. If you need to change anything, again just let us know in advance.

For information on delivery and supply, please refer to [origin.com.au/lpgdelivery](https://origin.com.au/lpgdelivery)

## Paying for your LPG

You agree to pay Origin for the LPG supplied to you. We might ask for payment at the time of order, or invoice you after each delivery of LPG. You'll need to pay the invoiced amount in accordance with the terms stated on the invoice.

All prices quoted to you are inclusive of GST.

We'll also let you know if any government taxes or charges apply with respect to your LPG supply.

### Keeping LPG prices fair

Our LPG prices are variable and are based on movements in the world market price for LPG. As a result, we may change the LPG price at any time.

### LPG Equipment Fee

You also agree to pay Origin for the use of Origin's LPG cylinders (also commonly known as a 'rental fee'). This fee covers Origin's costs in purchasing, testing, maintaining and replacing LPG cylinders delivered to you. It's invoiced on an annual basis when we start your LPG supply and it is non-refundable.

### Other fees and charges

A fee may apply if you chose to receive your bills by Australia Post and if your bill is not paid in full by the due date.

Other fees such as dishonoured payments and charges for services such as unscheduled gas deliveries may also apply. We'll let you know in advance of any additional charges and fees.

Refer to [origin.com.au/lpgpricing](https://www.origin.com.au/lpgpricing) for more information.

### Payment options

We've made payment simple, with lots of ways to pay.

Just refer to your invoice or visit [origin.com.au/lpgpayment](https://www.origin.com.au/lpgpayment)

### Notification of changes to supply

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

### What happens if I don't pay?

If you are unable to pay an invoice due to financial hardship or you wish to dispute an invoice, get in touch before the payment is due so that we can resolve the dispute or work out an arrangement with you.

### Non-payment and collection of debts

We may apply a fee to your account if you do not make payment in full by the due date listed on your bill.

We may have to stop supplying you with LPG if you don't pay or notify us of any changes.

We may also register the details of the debt with a credit reporting agency until outstanding payments have been made. We may charge you a reasonable monthly administration fee for outstanding debts.

## LPG cylinder ownership and responsibility

We own the bottle and tank used for storage of LPG. For your safety, the bottle and tank must be protected from damage, loss or theft while at your property.

Only an authorised Origin representative is allowed to remove LPG bottles or tanks that are used for storage of LPG. If you allow the LPG bottle or tank to be removed by a person who is not an authorised Origin representative, you could be liable for the cost of the storage. Please contact us via our live chat service at [origin.com.au/lpg](https://origin.com.au/lpg) or on **133 LPG (133 574)** to arrange for the removal of your LPG storage.

## Responsibility for gas leaks

We will be responsible for the delivery and connection of cylinders and LPG to your premises. You will be responsible for the pipe work, gas regulator, appliances and any gas leaks and general maintenance of cylinders and fittings.

We won't refund any gas lost through leakage.

## Stop supply by Origin due to safety Issues

If Origin or any of our agents or contractors observe any safety issue at your premises with respect to LPG (such as any appliance, fitting or cylinder found to be unsafe or other breach of gas industry regulations) we may need to stop supplying you with LPG until the identified issue has been fixed according to the safety guidelines set by regulation that controls the gas industry.

Visit [origin.com.au/lpgcompliance](https://origin.com.au/lpgcompliance) for more information.

## Your privacy

We collect, use, hold and disclose your personal, credit related and confidential information where it is required by law and in order to provide you with energy and related products and services. We may disclose this information to our related companies and our agents and contractors (such as mail houses, data processors and debt collectors) as well as to your distributor and other energy retailers for these purposes and more broadly in connection with the supply of LPG to you. We may disclose this information to our related companies for marketing other products and offers to you.

Where possible, we will collect this information from you, but we may obtain this information from third parties (including credit reporting bodies).

If you provide us with personal information about another person (such as a person who is authorised to deal with us on your behalf), please make sure you tell them their information has been provided to us and make them aware of the matters in this privacy statement.

Our detailed privacy and credit reporting statements are available at [origin.com.au/privacy](https://origin.com.au/privacy). Our credit reporting statement explains how we disclose credit information, how our disclosure may affect your creditworthiness and how to access, correct or complain about our treatment of your credit information. Please contact us to request a paper copy.

## Product and service offers

From time to time we and our related companies will let you know about other products and offers, even after this Agreement ends. If at any time you decide you don't want to receive these offers, let us know. You can do so by calling us or writing to Origin Opt Out, Reply Paid 1199, GPO Box 1199, Adelaide, SA 5001. We'll keep providing you with these offers until you tell us otherwise.

## Useful Links

Managing your LPG

**[origin.com.au/managingyourlpg](https://origin.com.au/managingyourlpg)**

LPG safety

**[origin.com.au/lpgsafety](https://origin.com.au/lpgsafety)**

Order LPG

**[origin.com.au/lpgorder](https://origin.com.au/lpgorder)**

LPG delivery

**[origin.com.au/lpgdelivery](https://origin.com.au/lpgdelivery)**

Pay for your LPG bill

**[origin.com.au/lpgpayment](https://origin.com.au/lpgpayment)**

LPG prices and fees

**[origin.com.au/lpgpricing](https://origin.com.au/lpgpricing)**

LPG compliance

**[origin.com.au/lpgcompliance](https://origin.com.au/lpgcompliance)**

LPG customer charter

**[origin.com.au/lpgcharter](https://origin.com.au/lpgcharter)**

## How to contact us

Customer service

**133 LPG (133 574)**

Emergencies or leaking gas

**1800 808 526**

Telephone interpreter service

**13 14 50**

Postal address

**GPO Box 1199, Adelaide SA 5001**



133 LPG



[origin.com.au/lpg](https://origin.com.au/lpg)