

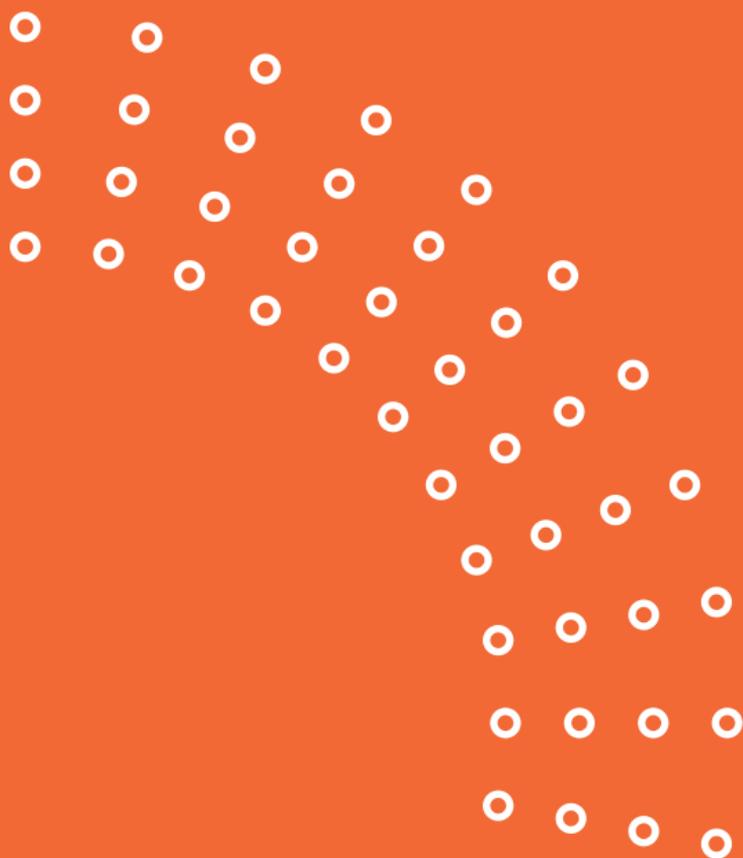


# Origin Metered LPG for your home

Customer service charter  
Some important info you should know

# Thanks for choosing Origin Metered LPG

We're one of the country's leading  
LPG, natural gas and electricity retailers  
– and you can be sure that we'll be  
putting that experience and expertise  
to good use for you.



## What's inside this brochure

We'll explain some important safety tips – and let you know how our Metered LPG service is designed to work with you. It's important that you understand everything in this document, so please give us a call if you have any questions.

## Our Metered LPG Services

Our metered gas network supplies LPG to your property as natural gas is not available. Just like natural gas, metered LPG is piped directly in to your home – so you have a constant gas supply. And because it's measured by meter, you only pay for what you use.

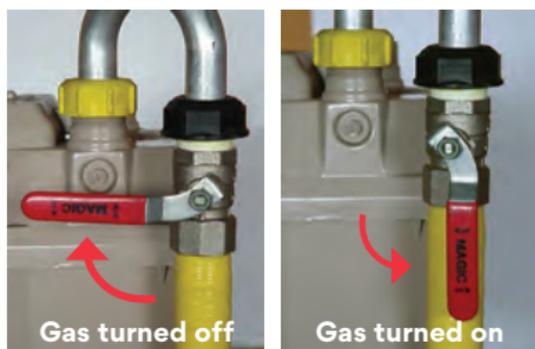
Once you've opened a Metered LPG account with us, you'll be given a unique 10-digit customer number so you can easily check your account or pay an invoice.

## We're serious about safety

Think you've got a gas leak or emergency?

Turn off your meter right away by turning the tap clockwise – 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

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

- ✓ The pilot lights on your appliances
- ✓ The burners on your stove
- ✓ The connections on your appliances

For more information on our safety procedures, visit [originenergy.com.au/lpgsafety](https://originenergy.com.au/lpgsafety)

## Dial before you dig

### LPG pipeline safety

The Origin Metered LPG network that supplies LPG to your home is buried underground approximately 45cm below the surface. The pipes used for LPG supply are installed with a yellow marker tape, usually visible when unearthed.

To avoid striking the pipes during any excavation, you (or the owner of the premises) need to confirm the location by calling **Dial Before You Dig** on **1100** or visiting **1100.com.au**.

To prevent damage to the LPG pipes, plants, trees or shrubs mustn't be planted near the meter or pipes. You (or the owner) should also keep the soil on your property at least 45cm deep. All LPG connections or alterations to LPG connections to the home must be carried out by licensed service providers.

If you're not sure where the LPG pipes on your property are located, or have any questions, please call us on **133 LPG (133 574)**.



## Paying for your LPG

You agree to pay Origin for the Metered LPG supplied to you. Your invoices will be sent to you quarterly – and you'll need to pay the invoiced amount in accordance with the terms outlined on the invoice.

All prices quoted to you include GST. We'll also let you know if any government taxes or charges apply to your LPG supply.

### Keeping LPG prices fair

Our LPG prices are variable and can change from time to time with movements in the world market's LPG price.

Your invoice will always be based on an actual meter reading – unless our meter readers aren't able to access your meter safely and conveniently to get a reading. If that's the case your invoice will be estimated, based on your previous consumption.

### Other fees and charges

Other fees, such as dishonoured payments and charges for services like unscheduled gas deliveries, may also apply. We'll let you know in advance of any additional charges and fees. You can find out more at [originenergy.com.au/lppricing](https://originenergy.com.au/lppricing) for more information.

### Making payments

We've made it simple – with lots of ways to pay. You'll find them on your invoice, or at [originenergy.com.au/lppayment](https://originenergy.com.au/lppayment).

### Account Establishment Fee

A one-off Establishment Fee will be invoiced to you to cover any administration and associated operational costs.

### Supply charge

You agree to pay a daily supply charge, which is paid quarterly. This contributes to the cost of maintaining the safety and integrity of the storage vessels and the LPG network used to supply you with LPG.

## What happens if I don't pay?

If you can't pay an invoice because of financial hardship, or you wish to dispute an invoice, get in touch before the payment is due. We'll work with you to sort everything out or work out an arrangement.

## If we need to collect debts

We may have to stop supplying you with LPG if you don't pay or notify us of any changes – and this could potentially lead to disconnection and reconnection charges.

In some cases, we might have to register the details of the debt with a credit reporting agency until the outstanding payments have been made. You might also be charged a reasonable monthly administration fee for managing outstanding debts

## If anything changes

We'll let you know as soon as we can if we need to make any changes to your supply. Keep an eye out for any bill messages on your next invoice – that's usually where you'll find the latest updates.

## Moving?

We've made moving out of home easier. Just call us on **133 LPG (133 574)** or visit us online at **[www.originenergy.com.au/for-home/lpg/lpg-account/move.html](http://www.originenergy.com.au/for-home/lpg/lpg-account/move.html)**

## Special charges

Additional charges – like unscheduled meter reads and final reads – may apply to some services. We'll always let you know before they're charged.

## Government fees and charges

Like all businesses, government fees, charges, imposts and taxes (such as GST) are passed on to you – the customer.

## Returning funds

Any funds that need to be returned to you can only be paid to the person registered as our customer.

## SA current charges

For SA charges please head to **[www.originenergy.com.au/lpgaccount](http://www.originenergy.com.au/lpgaccount)**

## Who's responsible for what?

### Ownership

The network operator (generally Origin) owns and is responsible for installing and maintaining the LPG meter installed at your home – as well as the network of underground pipes which bring the LPG to the meter.

You (or the homeowner) are responsible for the ownership and maintenance of all pipe-work leading from the outlet of the LPG meter up to and including your gas appliances.

### Movements to your usage

You might find your Metered LPG usage has increased because of:

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

### Accessing your property

We'll need access to your property so we can read your LPG meter, carry out inspections, repairs, testing or maintenance – and connect or disconnect the gas supply.

As part of our agreement you'll need to make sure that access is safe, convenient and clear of any obstructions. Let us know if you have any pets we'll need to look out for when we're on site, too.

All our representatives carry or wear official ID – and will happily show this to you if you ask them too.

### If there's a safety issue or emergency

We might disconnect or interrupt the supply of LPG to your supply address without notice if there's an emergency, if we need to reduce the risk of fire, or if we're following a law.

If this happens, you'll be able to find out more about the nature of the emergency – along with an estimate of when LPG supply is likely to be restored – by calling our 24-hour

Emergency Hotline on **1800 808 526**. We'll always try to reconnect the LPG supply to your address as soon as possible.

To help us reduce the risk of a gas emergency, you agree:

- to confirm the location of all Origin pipes and equipment by calling **Dial before You Dig** on **1100** or visiting **1100.com.au**
- not to plant trees or shrubs near the meter or pipes and maintain a soil depth of at least 45cm on your property
- that LPG connections or any changes to LPG connections to the premises must be undertaken by Origin or its authorised contractors.

### We'll always aim for the most reliable supply possible

That being said, there are all kinds of factors which can affect the continuity or reliability of the LPG that's delivered to you – including accidents, weather and the actions of third parties. That's why we can't promise that the gas supply will be continuous or uninterrupted, all the time.

### Events beyond our or your control

Neither us or you are liable to the other if an event beyond the other party's reasonable control leads to an obligation not being carried out (except an obligation to pay money). If this ever happens, the party affected needs to let the other know as soon as possible – and take reasonable steps to overcome what's happened.

### Warranties and liability

You acknowledge that you haven't relied on any representation or warranty that isn't contained in these terms and conditions. To the extent permitted by law, all warranties implied by common law or statute are excluded from these terms and conditions. However, if any part of these terms and conditions are unlawful or unenforceable, that part is to be treated as removed – and the rest of the terms and conditions aren't affected.

We accept liability to you for any loss or damage you reasonably incur as a direct result of, and flows naturally from, our breach of this agreement or negligence (but excluding loss of profits). To the extent permitted by law, we exclude all liability to you (including for negligence) other than the liability we have accepted under these terms and conditions.

## Your privacy

We collect, use, hold and disclose your personal, credit related and confidential information where required by law – and so we can provide you with energy and related products and services. We might disclose this information to our related companies, 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.

We'll collect this information from you where possible – but may have to get it 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 first – and run them through the terms covered in this privacy statement.

You can find more detailed privacy and credit reporting statements are available at [originenergy.com.au/privacy](http://originenergy.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. If you'd like a paper copy, feel free to get in touch.

## 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 you decide you don't want to receive these offers, just let us know by calling us – or writing to **Origin Opt Out, Reply Paid 1199, GPO Box 1199, Adelaide, SA 5001.**

## Say hello

You can call us on **133 LPG (133 574)** or visit us online at [originenergy.com.au/lpg](https://originenergy.com.au/lpg) if you have any questions about your LPG service – we're always happy to help.



## Get in touch

Emergencies or leaking gas: **1800 808 526**

Customer service: **133 LPG (574)**

Gas appliance sales enquiries: **1300 791 468**

Telephone interpreter service: **13 14 50**

Email: **[lpgenquiries@originenergy.com.au](mailto:lpgenquiries@originenergy.com.au)**

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

 **133 LPG**

 **[originenergy.com.au/lpg](https://originenergy.com.au/lpg)**