



origin



Our service  
commitment  
to you

# ORIGIN LPG CUSTOMER SERVICE CHARTER

Important information about your exchange  
or tanker-fill gas supply and how our service  
is designed to meet your needs

# WELCOME TO ORIGIN

## DELIVERING GOOD SERVICE

Thank you for choosing Origin LPG.

Origin is a leading national retailer of LPG, natural gas and electricity to over 4.3 million customers. Our heritage of more than 150 years in the energy industry means we have the experience, knowledge and skills to look after your requirements.

## GAS LEAKS AND EMERGENCIES

If you suspect you have a gas leak, turn off your gas appliances and the gas cylinders and call us immediately on our 24-hour hotline:

**1800 808 526**

### Safety procedures

In the case of a gas leak, follow this safety guideline until the emergency service technician arrives:

- Do not light a match or a lighter.
- Do not smoke a cigarette.
- Do not use any electrical appliance, mobile phone or even turn on a light.
- Open all windows and doors.

### Bushfire safety procedures

- Turn off the LPG cylinder at the valve on top of the cylinder (following the direction of the arrows).
- Leave the cylinder where it has been installed in an upright position, secured to a solid structure and on a solid base.
- Remove any LPG cylinders attached to a wooden framed BBQ and place upright on a solid base.
- Remove any combustible materials surrounding LPG cylinders.
- Never place LPG cylinders inside a house or structure as they may present a hazard to firefighters.
- Never lay a LPG cylinder on its side as it is designed to vent gas if it becomes over-pressurised when heated.
- Never cover LPG cylinders with wet material which may dry out and combust, heating the cylinder.

## HOW TO ORDER LPG

### Ordering by telephone or online

Please quote your customer number when ordering. Your LPG will be delivered on the next scheduled delivery day for your area. See the back cover of this booklet for our contact details.

## WHEN TO ORDER LPG

### Exchange cylinders

If your LPG is supplied in exchange cylinders, you will need to order gas as soon as one cylinder is empty.

### In situ cylinders and tanks

In situ gas storage remains on site and is filled by a tanker on a regular schedule. If you know you will be using your gas appliances more than usual, please notify us at least three working days in advance so we can assess your requirements. Some larger tanks and cylinders are fitted with a gauge that indicates the level of gas, in which case you should order gas when the gauge reaches 30 per cent.

If you request an unscheduled delivery, and you still have gas on site you may incur a cost for this service.

## ACCESS TO YOUR PREMISES

We require access to your premises in order to deliver LPG, undertake inspections, repairs, testing or maintenance and connect or disconnect the gas supply.

Please ensure our access is safe, convenient and unhindered. Our representatives carry or wear official identification, to be shown to you on request.

### Dogs and other pets

It's essential that all pets are restrained prior to us entering your property. This helps ensure the safety of our staff and your pets. Please tell us if you have a dog or any other outdoor pet so our staff are prepared and can check that your animal is restrained when they visit.

## ABOUT YOUR LPG ACCOUNT

### Customer number

When you open an Origin account you are given a 10-digit customer number. You need to quote this number when ordering gas, paying an invoice or enquiring about your account.

### Terms of payment

We may request for payment of your LPG upfront at the time of order. Otherwise an invoice is issued when LPG is delivered after you placed your order.

The due date for payment appears on the invoice. Should you fail to pay your invoice by the due date a reminder notice will be sent to you for immediate payment. If payment is not made on receipt of a reminder notice your gas supply could be discontinued.

If you are unable to pay an invoice due to genuine financial hardship please contact us on **133 LPG (133 574)** before the payment due date to make other payment arrangements.

### Payment options

We offer a range of convenient payment options. Refer to your invoice or [originenergy.com.au/lpg](http://originenergy.com.au/lpg) for details.

### Minimum charge – for customers with in situ cylinders

To cover the continuing costs of maintaining your account and your gas supply, we reserve the right to charge a minimum monthly amount.

### 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.

### Finalising or transferring your account

Please contact us when you are making arrangements to move so we can reconcile your account. At the same time, you may wish to open an account for gas supply at your new address. We require three working days notice to finalise your account. Otherwise you could incur extra charges.

### Gas remaining in cylinders

We are not able to give a refund or make allowance for gas remaining in cylinders when an account is finalised.

## FEES AND CHARGES

We can advise you of your current fees and charges (and changes to fees and charges) any time when you call us on **133 LPG (133 574)**.

### Facility fee

A facility fee is invoiced annually in advance and contributes to the cost of purchasing, testing, maintaining and replacing cylinders used to supply you with LPG. The facility fee enables Origin to ensure the cylinders are safe and meet the high standards set by legislation controlling the gas industry. The facility fee is not refundable.

### Non payment

If an invoice is not paid within seven days of the reminder notice, your gas supply may be discontinued. We may also take legal action and register the details of the debt with a credit reporting agency. To re-establish your gas supply you must pay any outstanding invoices and contact us to confirm payment has been made.

### Special charges

Additional charges may apply to some services such as unscheduled gas deliveries. We will advise you of any additional charges for a service before we provide you with that service. We also pass on to the customer fees associated with dishonoured invoice payments.

### Government fees and charges

As with normal business practice, government fees and charges (such as GST) are passed on to you, the customer.

### Collection of debts

If an account is paid late or remains outstanding, we pass on to the customer any reasonable monthly administration costs incurred in following up the debt. We also reserve the right to charge a reasonable monthly administration fee for outstanding debts.

### Return of funds

If we need to return funds to you for any reason, the amount is only paid to the person registered as our customer.

## LPG PRICES

LPG prices are variable and subject to change for each delivery according to movements in the world market price for LPG, changes in the value of the Australian dollar and the costs of supplying gas to you. From time to time we may offer you special deals. These special deals may include specific terms and conditions, and if so we will advise you of these before you accept the special deals. Please contact us on **133 LPG (133 574)** to enquire about any changes to LPG prices or the latest prices.

## RESPONSIBLE USE OF GAS

### Ownership

The cylinder or tank used for storage of LPG is the property of Origin. You must take reasonable steps to protect the cylinder or tank from damage and must reimburse us for any loss, damage or theft which you were responsible to prevent while in your care.

### Removal of cylinder

For your safety, only an authorised Origin representative is permitted to remove the cylinder (or tank) used for storage of LPG. If you allow the cylinder (or tank) to be removed by a person who is not an authorised Origin representative, you could be liable for the cost of the cylinder (or tank) and may be charged. Please contact us on **133 LPG (133 574)** and we can arrange any removals for you.

### Possible sources of escaping gas

If you can smell gas, check:

- the pilot lights on your appliances
- the burners on your stove
- the connections to your cylinder and gas appliances or equipment, to see if they are 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.

### Responsibility for gas leaks

We are responsible for the delivery and connection of cylinders and LPG to your property. The customer owns the pipe work, gas regulator and appliances and is therefore responsible for:

- general maintenance and gas leaks at these fittings/appliances
- gas cylinder leakage if damage to the cylinder has been caused by the customer.

Refunds cannot be made for gas lost through leakage.

### Fluctuations in your consumption of gas

An increase in your gas consumption may be due to:

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

### Testing the level of LPG

The level of LPG in a full cylinder is actually just over three-quarters of the height of the cylinder. This allows for expansion of the gas.

You cannot tell how much gas is in a cylinder by shaking or tapping it, and these methods risk damaging the cylinder.

To check the level of LPG in a cylinder you can use the hot water test. Pour hot water down the side of the cylinder then after a few moments, run your hand down the cylinder. It will feel cool to the touch at the level of the LPG. Please use caution with hot water.

### Gas appliance servicing

The best way to maximise the efficiency of your gas appliances is by having your appliances serviced regularly. For information on gas appliance installation, service and maintenance, call us on **133 LPG (133 574)**.

### Emergency stopping of gas supply

To keep our customers safe, we reserve the right to stop your gas supply without notice. We will only ever take this rare action when our customers' safety is at risk, such as when:

- an installation, appliance, fitting or cylinder is found to be unsafe during an inspection
- there is a breach of the gas industry regulations. The legislation exists to protect you from danger, because any breaking of the law can put you at risk.

In either case, the gas supply is turned off immediately until the problem is fixed or the issue resolved.

## YOUR PRIVACY

We collect, use, hold and disclose personal, credit related and confidential information about you in order to provide you with energy and related products and services. As part of this, we may disclose your personal 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 where required for these purposes. If you do not provide this information to us, we may not be able to provide our products or services 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 [originenergy.com.au/privacy](http://originenergy.com.au/privacy). Our credit reporting statement explains the credit reporting bodies and service providers we disclose credit information to (including overseas), 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

We would like to offer you value as an Origin customer, so we may present you with gas, electricity and household or business service offers in the future. If at any time you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please call **133 LPG (133 574)** or write to: Origin Opt Out, Reply Paid 1199, Adelaide SA 5001.

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**For more information visit [originenergy.com.au/lpg](http://originenergy.com.au/lpg) or call 133 LPG (133 574)**

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## HOW TO CONTACT ORIGIN

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**

### LPG ORDERS

Telephone **133 LPG (133 574)**

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

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