



origin



Our service  
commitment  
to you

# ORIGIN METERED LPG CUSTOMER SERVICE CHARTER

Important information about your  
residential gas supply and how our  
service is designed to meet your needs

# WELCOME TO ORIGIN

## Thank you for choosing Origin Metered LPG

This Customer Service Charter provides the following important information.

### **Section 1: Origin Metered LPG Services**

How our Origin Metered LPG service is designed to meet your needs.

### **Section 2: Safety Issues**

Explains important safety issues.

### **Section 3: Terms and Conditions**

States the terms and conditions by which Origin Metered LPG is supplied to you.

If you have any questions, please visit [originenergy.com.au/lpg](https://originenergy.com.au/lpg) or call us on **133 LPG (133 574)**. We're here to help.



Your Origin Metered LPG supply is distributed to properties through a network of underground pipes.

## SECTION 1: ORIGIN METERED LPG SERVICES

### About Origin

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

### Your Origin Metered LPG supply

The LPG supplied to you and your community is stored in a large vessel and distributed to properties through a network of underground pipes.

The use of LPG at each property is measured through a meter which records LPG consumption. Origin will need unrestricted access to:

- perform meter readings and maintenance
- in the case of an emergency, turn off the gas supply to your premises.

The gas meter is owned by and remains the property of Origin and we are responsible for maintaining the meter as well as the service pipes that transfer gas into the meter. Piping from the meter outlet into your premises is owned by you or the owner of the premises.

### Making business easier - customer numbers

When you open an account with Origin, you are given a 10-digit customer number which you'll need to quote when enquiring about your account or paying an invoice.

### Gas leaks and emergencies

Please read "Section 2: Safety Issues". If you suspect there is a gas leak or you smell gas near the meter or the service pipes that transfer gas into the meter, follow the steps detailed under "Safety procedure for a suspected gas leak".

## SECTION 2: SAFETY ISSUES

### Hazards

Origin Metered LPG supply equipment is built and installed to standards. These installations and your associated gas appliances incorporate safety features into their design to protect users. Without proper installation, maintenance and use, there is a risk that the equipment and appliances may not function correctly, with potential hazards of fire, explosion or asphyxiation.

### Tips to minimise hazards

- Only use a licensed gas fitter for installation or maintenance of gas appliances. In many circumstances it is illegal for an unlicensed person to install or repair gas appliances. On completing a gas installation, your gas fitter must provide you with a compliance document and in some states affix a compliance plate to the installation.
- Some gas appliances such as space heaters may require ancillary equipment such as the installation of a flue.
- Ensure that your appliances are maintained and operated in accordance with the manufacturer's or installer's recommendations. Read manufacturers' manuals carefully.
- If your gas supply or particular appliance (such as a water heater) is not required for extended periods of time, consider turning off the relevant gas supply.
- Observe all relevant fire safety obligations such as detectors, extinguishers and keeping combustibles such as paper, curtains and clothing away from gas burning appliances.
- Purchase gas appliances approved by the Australian Gas Association (AGA) or SAI Global or other standards approved appliances which have relevant certifications.
- If in doubt call the professionals - Origin on **133 LPG (133 574)**.



## LPG pipeline safety - dial before you dig

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 must not be planted near the meter or pipes. You (or the owner) should also retain a soil depth of at least 45cm deep on your property. All LPG connections or alterations to LPG connections to the home must be undertaken by licensed service providers. If you are unsure of the location of the LPG pipes on the property or have any questions, call Origin on **133 LPG (133 574)**.

## Safety procedure for a suspected gas leak

### Threats to life or property

If a gas leak is detected and you consider life or property is threatened, alert other occupants and evacuate the property. Once you are away from the smell of gas, call **000** and wait for emergency services to arrive.

In lesser risk situations where there is no risk to life or property, follow these steps.

### Step 1 - Turn off the gas meter

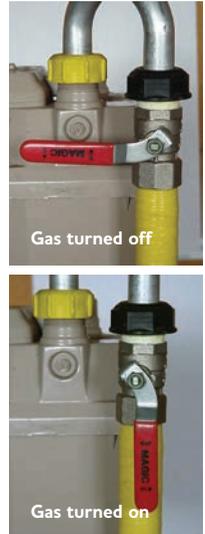
- Do not light a flame or smoke a cigarette.
- Turn off gas appliances and gas pilot lights.
- Do not use any electrical appliance, phone (including mobile phones) or even turn on a light in the vicinity of the smell of the gas.
- Open all windows and doors.
- Turn off the gas meter by turning the gas tap clockwise until closed.
- Call Origin on **1800 808 526** (using the phone well away from the smell of gas).

### Step 2 - After Step 1 and ventilating the area, check for the source of escaping gas

- Make sure your connections and appliances have no defects or damages.
- Check to see there has been no oversight in the operation of appliances such as burners on your stove.
- Look at connections to your gas appliances to see if they are loose.

### Step 3 - Restoring gas supply when safe

- Ensure that gas has dissipated and any problem has been identified and remedied.
- If in any doubt contact Origin.
- Check that all gas appliance burner taps have been turned off, including pilot lights.
- Turn on the gas meter by turning the gas tap anti-clockwise until vertical.
- Immediately re-light all pilot lights in accordance with the manufacturer's guidelines.



## SECTION 3: TERMS AND CONDITIONS

### LPG prices

LPG prices are variable and subject to change according to movements in the world market price for LPG, changes in the value of the Australian dollar and the costs of supplying LPG to you. We can advise you of your current fees and charges, and any changes to these, when you call us on **133 LPG (133 574)**. Price changes are generally applied on the first day of a new month.

### Terms of payment

You will normally receive an invoice from Origin on a quarterly basis. The invoice must be paid by the due date.

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.

The invoice will be based on an actual meter reading or, if we were unable to obtain safe, convenient and unhindered access to the meter to read it, an estimated reading. We will calculate the estimate based on your previous consumption.

When we are next able to conduct an actual meter reading any adjustment required to the amount previously invoiced and paid will be applied automatically to your next invoice.

### Payment options

We offer a range of convenient payment options. Refer to your invoice or **originenergy.com.au/lpg** for details. Some additional charges may apply for some payment options (e.g. credit card fees) and if so these will be set out on your bill.

### Notification of changes to supply

We will inform you of changes to gas supply and services at the earliest opportunity. For changes to the charges the notice will be no later than your next bill and notice may be in the form of a message on your bill.

### Finalising or transferring your account

You may cancel your LPG account at any time with notice. Please contact us if you want to cancel your account or are making arrangements to move so we can reconcile your account. At the same time, you may wish to open an account for LPG supply at your new address.

We require at least three business days' notice prior to your cancellation or moving date or you may incur additional charges. We will endeavour to arrange for a final reading of your meter on the date specified. If you give us this notice and the final reading is after your moving date we will only charge you a pro-rated amount for LPG consumption based on your cancellation or moving date.

We will send a final invoice to the address you provide to us.

However, if you continue to receive LPG from us even after you have cancelled your account, these terms and conditions will continue to apply.

### Fees and charges

The applicable fees and charges are provided to you when you open your LPG account. We may vary any of the fees and charges by notice to you.

### Account establishment fee

An account establishment fee is charged when a new Origin account is opened. This fee covers the administration cost of opening an account with Origin, as well as associated operational costs.

### Supply charge

A supply charge will apply and is payable quarterly. It contributes to the cost of maintaining the safety and integrity of the storage vessels and LPG network used to supply you with LPG.

### Minimum charge

To cover the continuing costs of maintaining your account and your LPG supply, Origin reserves the right to charge a minimum monthly amount. If this applies to you we will notify you at the time you open your LPG account with us.

## **Non-payment**

If an invoice is not paid by the due date, your gas supply may be discontinued. We will provide you with notice before we do so. To re-establish your gas supply you must pay any outstanding invoices and contact us to confirm payment has been made. We will charge you a disconnection and/or reconnection fee in these circumstances.

## **Special charges**

Additional charges will apply to some services such as unscheduled meter reads and final reads. We will provide you with notice before we do so. We will advise you of any additional charges for a service before we provide you with that service. We also pass on to you fees associated with dishonoured invoice payments.

## **Government fees and charges**

As with normal business practice, government fees, charges, imposts and taxes (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. We may also take legal action and register the details of the debt with a credit reporting agency.

## **Security deposit**

In some circumstances, we may require you to pay a security deposit. If this is the case, we will provide you with details when you establish your account with us for the supply of LPG.

## **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.

## **SA current charges**

For SA charges please refer to [www.originenergy.com.au/635](http://www.originenergy.com.au/635)

## **Responsible use and supply of LPG**

### **Ownership**

The network operator (generally Origin) owns and is responsible for the installation and maintenance of the LPG meter installed at your supply address and the network of pipes which bring the LPG to the meter.

You (or the property owner) 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.

### **Fluctuations in your consumption of LPG**

An increase in your LPG 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 leak
- a hot water leak
- having visitors in your home or a new addition to the family.

### **Access to your premises**

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

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

Please let us know if you have pets so our staff can look out for them if they are required to visit your property.

### **Safety issues and emergency stopping of LPG supply**

Origin may disconnect or interrupt the supply of LPG to your supply address without notice in the event of an emergency or if necessary to reduce the risk of fire, or to comply with a law.

You can obtain information on the nature of the emergency and an estimate of when LPG supply is likely to be restored by contacting our 24-hour Emergency Hotline: **1800 808 526**.

We will make every effort to reconnect the LPG supply to your supply address as soon as possible.

To 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 retain a soil depth of at least 45cm deep on your property
- that LPG connections or alterations to LPG connections to the premises must be undertaken by Origin or its authorised contractors.

### **Continuity of supply**

There is a range of factors which may affect the continuity or reliability of the LPG delivered to you, such as accidents, weather and acts of third parties. As such, Origin does not promise that the gas supply will be continuous or uninterrupted.

### **Events beyond our or your control**

Neither Origin or you are liable to the other party for failure to carry out an obligation (except an obligation to pay money) because of an event beyond that party's reasonable control.

If such an event occurs, the affected party must give the other party prompt notice and take reasonable steps to overcome the event.

### **Warranties and liability**

You acknowledge that you have not relied on any representation or warranty that is not 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 are not affected.

Origin accepts 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, Origin excludes 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 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](https://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**

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

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