

Your guide to using Origin LPG's online self-service options



Our new online self-service options are convenient and easy to use. And made just for you. With anytime access, we can save you the time and effort of phoning in. Here's how it all works.

How to order your LPG bottled gas

Step 1: Visit originenergy.com.au/lpgorder.

For my

Step 2: Select whether your order is for your **Home** or **Business** from drop-down menu.

Step 3: Have your customer number at the ready. Select **Yes** from the drop-down menu.

Have your customer number?

Helpful hint: If you use more than one gas bottle type or have multiple delivery addresses, please select 'No' to continue.

Step 4: Enter your **customer number**, as seen on your Origin LPG bill.

Origin LPG customer number

Step 5: Enter the **postcode** of the mailing address you've registered with us.

Postcode of the location your LPG bills are mailed to

Step 6: Choose the **number** of Origin LPG gas bottles you want to order from the drop-down menu.

Number of gas bottles

Step 7: Select **Submit your order**.

Step 8: If you don't already have direct debit set up with us, and if your account is not in credit, a short message will appear. It's up to you - **pay now** or **after delivery**.

(Tip: Make sure to note your order number in case you need it down the track.)

You have successfully ordered 1 gas bottle, for account **6500105909**. Please record your order number (**W4859669**) for future reference.

The total cost of your order today is **\$4.20** inclusive of GST. Please note that this amount includes the cost of your gas bottles at today's price, as well as any existing credits on your account.

We'll now organise for your gas bottle to be delivered on the next day that's available in your area.

If you've registered your mobile number with us for updates, we'll send you a text message to let you know when your gas is on its way too.

Top tip

If you don't have your **customer number**, you can still order online. Select **No** from the drop-down menu when ordering. We'll need a few more details from you.

How to pay online

- Step 1:** Visit originenergy.com.au/lppayment.
- Step 2:** Enter your **customer number**. You'll find it on your Origin LPG bill (this should be a 10-digit number).
- Step 3:** Enter the **amount** you wish to pay. This is usually the amount you'll find listed on your LPG bill.
- Step 4:** Enter your **credit card details** for the card you are paying with.
- Step 5:** Prefer everything emailed? You can also tick the **Email me a copy of my payment receipt** box to be sent your receipt.

Origin LPG customer number

You'll find this 10-digit number on your LPG bill

Amount \$

Please enter the amount in dollars and cents - eg 100.20

Credit card number

VISA Mastercard

Card expiry /

Verification code

This is the 3-digit number you will find on the back of your credit card

- Step 6:** You're all set! Click the **Make payment** button.

- Step 7:** A short message will appear, and if your payment is successful, a receipt number will pop up.

You have successfully made a payment of **\$100.00**.

Your receipt number for this transaction is **84972822061**.

Thank you for being an Origin LPG customer.

How to check your account balance

- Step 1:** Visit originenergy.com.au/lppbalance to check your balance.
- Step 2:** Enter your **customer number**. You'll find it on your Origin LPG bill (this should be a 10-digit number). Now, click **Submit**.
- Step 3:** You'll be shown your **account balance** as the amount owing or the amount in credit. Please note: any payments made in the last three days may not be reflected in your balance.
- Does your account need payment? You can visit originenergy.com.au/lppayment to pay your bill.

If you're already an Origin LPG customer, use your 10-digit customer number to check your balance.

Don't know the number? Call us on **13 35 74** or [send a message online](#) and we'll help you out.

My customer number

How to reschedule/cancel your delivery

Step 1: Visit originenergy.com.au/lpgreschedule.

Step 2: Enter your **customer number**. You'll find this 10-digit number on your Origin LPG bill. If your customer number is entered, we won't need your location number – so you can skip this field.

Step 3: Select **reschedule** to change the date of your delivery. Choose your **preferred delivery date** from the calendar. (We'll do our best to deliver to your preferred date – and if we can't, we'll let you know.) You can also select **cancel** if you wish to stop your delivery.

Step 4: Add a **comment** in the box if you have any site access or delivery considerations that we need to know about. If you're cancelling your delivery, you can let us know why here.

Step 5: Click **Submit**.

Step 6: A short message will appear, and your delivery schedule will be changed.

Customer number *

You'll find this 10-digit number on your LPG bill

Location number

Don't know your location number? Please leave this field blank

I'd like to: * Reschedule
 Cancel

Preferred delivery date

We'll do our best to deliver to your preferred date – and if we can't, we'll let you know

Anything else we need to know?

Tell us about any access restraints or delivery considerations

Thanks for requesting a change to your delivery – we're on it.

If you've requested a reschedule, we'll do our best to deliver to your preferred date. And if we can't, we'll let you know.

If you've requested to cancel your delivery, we'll remove it from our schedule. Get in touch online or over the phone when you're ready to order more gas.

[More ways to manage your LPG account online](#)

! Top tip

Moving out of a property that uses Origin gas bottles?

You can close your LPG account online by visiting originenergy.com.au/lpgmove. We'll process your request and send any further communication to your new address. You can even pick a date for us to call you and organise LPG for your new property.

Contact us

