

Additional information for Origin's Metered LPG service in South Australia

This information is supplementary to the Origin Metered LPG Customer Service Charter.

originenergy.com.au/lpgcharter

Current fees and charges

A description of fees and charges can be found in the Origin Metered LPG Customer Service Charter, in addition to other fees referred to below.

Region	Areas	Supply charge cost/day	Cost per MJ
Central	Adelaide Hills, Adelaide Metro, Victor Harbor, Wallaroo	\$0.56	\$6.61
North	Roxby Downs, Port Lincoln	\$0.56	\$6.61
East	Renmark	\$0.56	\$6.61
South	Cape Jaffa	\$0.56	\$6.61

Other fees and charges	
Account establishment fee	\$35
Final meter reading fee	\$32.90
Disconnection Fee – for credit related issues	\$60
Reconnection Fee – for credit related issues	\$60

Note: Fees and charges apply from 1 June 2018

Complaints handling

If you have an enquiry, complaint or dispute relating to our service or your bill call us on 133 LPG (133 574) and we will work to satisfy your concerns. We must handle your complaint in accordance with our standard complaints and dispute resolution procedures. You can get a copy of these procedures at originenergy.com.au or by asking us to send a copy to you. We must also advise you of the outcome of your complaint. If you are in South Australia and you still believe that your complaint has been satisfactorily resolved, you can contact the energy ombudsman.

Government support

Please refer to the following websites to see if you are entitled to government rebates or financial support.

sa.gov.au/topics/employment-and-finance/financial-support/concessions-and-benefits/concessions/energy-bill-concessions

dcsi.sa.gov.au/concessions