Customer Disclosure Statement and Charter

SME MULTIPLE SITE

Your retailer

- **In NSW and ACT:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy LPG Ltd (ABN 77 000 508 369) for natural gas, of Level 32, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000.
- **In SA and NT:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas, of Level 19 Festival Tower, Station Road, Adelaide SA 5000.
- **In QLD:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas, of 180 Ann Street, Brisbane, QLD, 4000.
- **In VIC:** Origin Energy Electricity Ltd (ABN 33 071 052 287) for electricity, and Origin Energy Retail Ltd (ABN 22 078 868 425) for natural gas in and around Mildura and Origin Energy (Vic) Pty Ltd (ABN 11 086 013 283) for natural gas in all other areas of VIC, of 321 Exhibition Street, Melbourne, VIC, 3000.

Your Agreement

- Your Agreement is for the Supply Addresses added in accordance with the Agreement.
- Your Agreement doesn't have a fixed term. It will continue until you or we end it. If your Agreement includes an Energy Plan, it may have a fixed term. If you don't agree to a new Energy Plan when your Energy Plan ends, your energy supply will continue without the Energy Plan.
- Your Energy Plan may include an exit fee – if so, the amount is set out in your Details section. See your Energy Plan for details about when your exit fee may apply.
- We won't apply a fee if you vary your electricity usage.
- Your Agreement starts on the Acceptance Date set out in your Details section, or if you are a Small Customer in Victoria and we switch you to this Agreement in accordance with the Regulatory Requirements, your Agreement starts 10 Business Days from the date you receive the opt-out notice. If no date is specified then this is the date you sign the Details section or accept the Agreement over the phone or online. You have a 10 business day cooling off period. **You may cancel this Agreement by completing the enclosed cancellation form by fax on 1800 688 834 or by posting to Reply Paid 1199, Adelaide SA 5001 or by calling 1300 726 133 or by emailing myenergyplan@originenergy.com.au. We cannot supply you with energy or other goods or services or require you to provide any payment or other consideration in connection with this Agreement during the cooling off period except where permitted by law.**
- Supply under your Agreement starts on the date set out in your Details section, or if no date is set out, the date notified to you. If you're transferring a supply address to us from another retailer, the date supply starts for that supply address is likely to be the date of your next scheduled meter reading.
- If you move your Agreement (including any Energy Plan) will end for the relevant supply address from the date you do so. You need to give us at least 3 Business Days notice.
- We can vary your Agreement by notice to you as set out in the Agreement.
- We can arrange for disconnection of your energy supply in a number of circumstances. These include if you ask us to or you don't pay your bill on time, or you've refused to provide a Security Deposit or your meter hasn't been able to be read for 3 consecutive meter readings – see clause 16 of the Agreement for more details. The Regulatory Requirements prevent disconnection in some circumstances.

Your Charges

- The Charges you will pay are set out in your Details section and the Agreement. Those Charges may include a late payment fee for bills paid after the Due Date, an account establishment fee for transferring to us from another retailer or setting up your account with us for the first time (for Supply Addresses in Victoria) and a payment processing fee if you pay your bill over the counter in person at a third party retailer or outlet or via POST billpay. We will not charge you a Charge where we are prevented from doing so by the Regulatory Requirements.
- Unless we say we won't do so in your Energy Plan or we're prevented from doing so by the Regulatory Requirements, we can vary the Charges and feed-in tariffs by notice to you. This means we can vary the amount, nature and structure of any of the Charges and feed-in tariffs or cancel your feed-in tariffs. The notice will be in writing and may be by a message with your bill. Currently, for Small Customers in NSW, QLD, SA and ACT under the Regulatory Requirements generally we can only increase a Charge, or decrease a feed-in tariff, once a year in July, or for Fixed Price Energy Plans at the end of the Energy Plan Period (which must be at least 12 months).
- For Small Customers in Victoria we'll give you at least 5 Business Days' notice of any change to your Charges or feed-in tariff. For Small Customers in NSW, SA, QLD and ACT on a Fixed Price Energy Plan we'll notify you at least 20 Business Days before an increase to your Charges or a decrease to your feed-in tariff. If you are not on a Fixed Price Energy Plan, we'll notify you at least 5 Business Days before an increase to your Charges or a decrease to your feed-in tariff (except in QLD where we'll give you at least 10 Business Days' notice). For Small Customers in Queensland, we'll give you at least 5 Business Days' notice of any decrease to your Charges or increase to your feed-in tariff. Otherwise, we'll notify you as soon as practicable and no later than your next bill. Exceptions may apply in accordance with the Regulatory Requirements. We can also vary the Charges or feed-in tariffs by notice to you in limited circumstances or where permitted by the Regulatory Requirements, even if we say we won't do so in your Energy Plan – see clause 10 of the Agreement for details.
- Depending on your creditworthiness, we may ask you to pay a Security Deposit.
- If you breach your Agreement or the Regulatory Requirements, we may charge you any reasonable costs we incur as a result, except where those amounts are included in the Charges.

Billing

- We will send you a bill at least once every three months (or at least every 2 months for Small Gas Customers in Victoria). If your Supply Address has a Digital Meter you may choose a billing period of 1 month. We may change the billing period by notice to you.
- Your bill will usually be based on an actual reading of your meter, except where an estimate is used, for example because your meter couldn't be accessed.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office, by cheque, direct debit (by agreement), American Express, Visa or Mastercard over the phone or online or BPay.
- Make sure you review your bills carefully and if you have concerns, just ask us to do a review. You can also ask for your meter to be tested as part of the review – charges may apply if it's found to be

operating correctly and you may have to pay these before the test, except for Small Customers in Victoria and Queensland.

- If you are experiencing financial difficulties, let us know as we have a range of payment options that might help. We may also be able to give you information about government support.

Energy Plan features

If your Agreement includes an Energy Plan then the Energy Plan may include certain features. These may include a guaranteed or conditional discount on usage charges, fixed usage and supply charges, a fixed amount for usage and supply, and feed-in tariffs. Check your Energy Plan terms for details of your features.

Enquiries and complaints

- If you have an enquiry, complaint or dispute, including in relation to your bill or any marketing activity, please contact us. We'll handle your complaint and let you know the outcome in accordance with our standard complaints and dispute resolution procedures which you can find at originenergy.com.au. You can also ask us to send you a copy.
- If you're not satisfied with how your complaint has been resolved you may be able to contact the energy ombudsman in your state or territory.

  NSW: 1800 246 545

  VIC: 1800 500 509

  ACT: (02) 6207 1740

  SA: 1800 665 565

  QLD: 1800 662 837

If you'd like more information on the terms and conditions, instalment plans, energy rebates for life support or other concessions or rebates, call us on 13 24 63. You may be eligible for government concessions or rebates depending on your personal situation (for example, for certain concession card holders and pensioners).

Other

- You can use our online services to set up and manage your account with us and/or elect to receive correspondence related to your account via email or online. Just go to **originenergy.com.au**. If you do, this will operate as an electronic transaction, you'll be bound by it and where we provide information to you electronically you'll be taken to have received it.
- We'll comply with any service standards and levels that apply to you, in accordance with the Regulatory Requirements. Changes to these will only be made in accordance with the Regulatory Requirements.