Origin Energy Summary of Small Customer Rights, Entitlements and Obligations – electricity and natural gas

For customers in Victoria, New South Wales, Queensland, South Australia and the Australian Capital Territory

This is a summary of your rights, entitlements and obligations about the supply of electricity or natural gas. For further detail, please refer to your agreement or contact us on **13 24 61**.

For the purposes of this summary:

- You are a **market retail contract customer** if you have accepted an offer from us to enter into a market agreement, in which case the terms, conditions, charges and period of your agreement will be set out in that market agreement.
- You are a **standard retail contract customer** if we supply energy to you under a non-market agreement in accordance with the Standard Retail Contract Terms as prescribed by law.

What makes up my agreement with you for the supply of energy?

If you are a **market retail contract customer** you have a separate agreement with us for each product we sell to you. Each agreement consists of the Agreement Terms for the relevant product (Electricity, Natural Gas, GreenPower, Origin Go Zero Natural Gas, Electricity in an embedded network or Unmetered Appliance Services), the Details section for that product and an Energy Plan for that product (if any).

If you are a **standard retail contract customer**, your agreement consists of the Standard Retail Contract terms, standing offer prices and any other fees or charges published on our website that are applicable.

Can you vary the terms and conditions of my agreement?

If you're a **market retail contract customer**, we may vary the charges, terms and conditions of your agreement (including the nature and structure of the charges) by notice to you in accordance with the terms of your agreement (including any Energy Plan). Some Energy Plans may say that we won't vary certain charges during the Energy Plan. Please refer to your agreement for more information.

If you're a **standard retail contract customer** the terms and conditions are set by regulations. For electricity, the regulator also sets the charges in NSW, SA, Victoria and parts of Queensland. If you are a gas customer or an electricity customer, we set the charges and we may vary the nature, amount and structure of your charges by notice to you.

Why do you need access to my premises?

You need to give us safe, convenient and easy access to the meter on your premises so that it can be read and for maintenance, connection and disconnection purposes. If you don't do so and we bill you based on an estimate of your usage, we may charge you an additional fee if you ask for a bill based on your actual usage.

What prices apply to me?

If you are a **market retail contract customer**, please refer to your agreement.

If you are a **standard retail contract customer**, please refer to our standing offer prices published on our website, together with other fees or charges published on our website.

How can I pay my bill?

You must pay to us the amount shown on each bill by the date for payment shown on the bill. You can also pay your bill in advance. We will provide you with a range of options to pay your bill, which may include payment in person, by mail and by direct debit. Please refer to your bill for information about the payment options which are available to you.

You may also have the option to pay your bills under a bill smoothing arrangement, based on a 12 month estimate of your energy consumption. Please contact us if you would like to know more about this option.

How often should I receive my bill?

We will send a bill to you as soon as possible after the end of each billing cycle. The billing period is at least every 3 months, except in Victoria for natural gas where it is at least every 2 months.

Will I have to provide a security deposit?

Depending on your creditworthiness we may ask you to pay us a security deposit. We will pay you interest on any security deposit where required by the regulatory requirements. Subject to the regulatory requirements we may use your security deposit (and any interest earned on it) to offset any amount you owe us under your agreement if you fail to pay a bill by the due date. Please refer to your agreement for more information.

How is my bill calculated?

Your bill will be based on the amount of energy you use during a billing period. This will be determined in accordance with the regulatory requirements, generally by the distributor measuring the amount of energy used by reading your meter or estimating your usage. Your bill may also include other fees and charges in accordance with your agreement. Please refer to your agreement for more information.

What happens if I can't make a payment?

There are payment options available to you if you are suffering certain financial difficulties. If you are experiencing financial difficulties, you should let us know.

When could I be disconnected?

We'll only arrange for you to be disconnected in accordance with your agreement and after we have followed any applicable procedures set out in the regulatory requirements.

What happens if I move?

Please contact us in advance if you intend to move from your supply address as you will need to cancel your current agreement with us and take up a new one.

What if I want to cancel my agreement?

In addition to any cooling off rights that you have, you may end your agreement by giving notice to us or otherwise ending it, in accordance with your agreement. If you end your agreement before the end of your Energy Plan (if any) you may be required to pay an exit fee if your Energy Plan has an exit fee. See the Details section of your agreement.

Can you end my agreement?

We may end your agreement by giving you notice in accordance with your agreement. Your agreement can also end in other circumstances set out in it, including if you don't have a right to be reconnected. Please refer to your agreement for more information.

Do I have a cooling off period?

If you are a **market retail contract customer**, you may have a cooling off period during which you may cancel your agreement at no cost, even though you have agreed to or accepted the agreement. Your agreement sets out how you may exercise this right.

What are my obligations in relation to my energy distributor?

You must co-operate with any reasonable requests your Distributor makes of you and allow your Distributor to enforce its rights under the regulatory requirements.

How will my personal information be used?

We collect, use, hold and disclose your personal and credit related information as set out in our privacy and credit reporting statements which you can find at **originenergy.com.au/privacy**. Our credit reporting statement explains who we share your credit information with, including overseas service providers. It also explains how this could impact your ability to get credit, and how you can access, correct or raise concerns about it. You can request a paper copy at any time.

What if I have a complaint or query about my bill?

If you have an enquiry, complaint or dispute, including about your bill or any marketing activity, please contact us via one of the means below. 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.

Phone: **13 24 61**
Email: **hello@origin.com.au**
Mail: GPO Box 1199, Adelaide SA 5001

If you're not satisfied with how your complaint has been resolved, you may be able to contact the energy ombudsman in your state:

- **For customers in New South Wales**: the New South Wales Energy and Water Ombudsman on 1800 246 545 or at www.ewon.com.au.
- **For customers in South Australia**: the South Australian Energy Industry Ombudsman on 1800 665 565 or at www.ewosa.com.au.
- **For customers in Queensland**: the Queensland Energy Ombudsman on 1800 662 837 or at www.ewoq.com.au.
- **For customers in Victoria**: the Victorian Energy and Water Ombudsman on 1800 500 509 or at www.ewov.com.au.
- **For customers in the Australian Capital Territory**: the ACT Civil and Administrative Tribunal on (02) 6207 1740 or at www.acat.act.gov.au.

Guaranteed Service Levels for small customers in the Australian Capital Territory

If you are in the Australian Capital Territory, we must meet the Guaranteed Service Levels (GSL) set out below. If we don't meet a GSL we will pay you the rebate amount also set out below.

What are the Guaranteed Service Levels?

<table>
<tr><th>Service</th><th>What we must or must not do</th><th>Rebate amount per account</th></tr>
<tr><td>Connection times</td><td>If you have asked us to sell energy to you, we must connect you in the timeframes below if:
your supply address is physically connected to the electricity or gas network; and
you are eligible to receive energy.
<table><tr><th>Connection request time</th><th>We must connect you</th></tr><tr><td>If your connection request is made before 2pm on a business day</td><td>On the same day</td></tr><tr><td>If your connection request is made at or after 2pm on a business day</td><td>By the end of the next business day</td></tr><tr><td>If your connection request is made on a non-business day</td><td>By the end of the next business day</td></tr><tr><td>Otherwise</td><td>On a day agreed between you and us</td></tr></table></td><td>$60 per day up to a cap of $300</td></tr>
<tr><td>Wrongful disconnection</td><td>We must not disconnect you if we are not entitled to do so under regulation.</td><td>$100</td></tr>
<tr><td>Responding to complaints</td><td>If you make a complaint, we'll acknowledge it immediately or as soon as possible, and respond to it within 20 business days.</td><td>$20</td></tr>
<tr><td>Notice of planned interruption to energy supply</td><td>If we or our service provider plans to do work, such as maintenance, a meter replacement or other work to energy infrastructure (which would mean you won't have energy supply), we will:
give you at least 4 business days' notice (unless you have agreed to a shorter time);
tell you the likely date, time and duration of the energy supply interruption, and the reason why it's happening; and
give you a number to contact us if you have any enquiries.</td><td>$50</td></tr>
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What happens if we fail to meet a Guaranteed Service Level?

We will monitor our performance against the GSLs. If we don't meet a GSL, we will pay you the relevant rebate as soon as possible. You don't need to apply for the rebate. We will most likely pay you the rebate by applying a credit on your account, but we may also pay it by electronic funds transfer to your bank account, by cheque, or as otherwise agreed with you. We will let you know if a rebate has been paid and which GSL it relates to.

What you should do if you believe we have failed to meet the Guaranteed Service Level.

Please contact us by phone, email or mail. We will review your claim and pay you the relevant rebate if we have failed to meet the GSL.

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