# Customer Disclosure Statement and Charter

SINGLE SITE

## Your Retailer

- I**n NSW and ACT:** Origin Energy LPG Limited (ABN 77 000 508 369) of Level 32, Tower 1, 100 Barangaroo Avenue, Barangaroo NSW 2000.
- **In SA and NT:** Origin Energy Retail Limited (ABN 22 078 868 425) of Level 19 Festival Tower, Station Road, Adelaide SA 5000.
- **In QLD:** Origin Energy Retail Limited (ABN 22 078 868 425) of Coronation Drive, Milton, QLD, Australia, 4064.
- **In VIC:** Origin Energy Retail Limited (ABN 22 078 868 425) in and around Mildura and Origin Energy (Vic) Pty Ltd (ABN 11 086 013 283) in all other areas of VIC, of 321 Exhibition Street, Melbourne, VIC, 3000.

## Your Agreement

- Your Agreement is for the Supply Address set out in the Details section.
- Your Agreement doesn't have a fixed term. It will continue until you or we end it. Clause 15 of the Agreement sets out the terms, conditions and Charges that will apply if you keep taking supply after your Agreement should have ended.
- Your Agreement starts on the Acceptance Date set out in your Details section. 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 calling 13 24 61 or by emailing hello@origin.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 to us from another retailer, this is likely to be the date of your next scheduled meter reading.
- If you move, your Agreement will end 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 Terms.
- We can arrange for disconnection of your service 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 – see clause 13 of the Agreement for more details. The Regulatory Requirements prevent disconnection in some circumstances.

## Your Charges

- The Charges you will pay and the circumstances in which they are payable 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, 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 and a paper bill fee if you get your bill by post. For Metered Gas Services and Unmetered Appliance Services we will not charge you a Charge where we are prevented from doing so by the Regulatory Requirements.
- Unless we are prevented from doing so by the Regulatory Requirements, we can vary the Charges by notice to you. This means we can vary the amount, nature and structure of any of the Charges. The notice will be in writing and may be by a message with your bill. Currently, for Metered Gas Services and Unmetered Appliance Services in NSW, QLD, SA and ACT under the Regulatory Requirements generally we can only increase a Charge once a year in July.
- For Hot Water Services and Air Conditioning Services we'll notify you as soon as practicable, but no later than your next bill after the variation.
- For Metered Gas Services and Unmetered Appliance Services in Victoria we'll give you at least 5 Business Days' notice of any changes to your Charges. For Metered Gas Services and Unmetered Appliance Services in NSW, ACT or SA we'll notify you at least 5 Business Days before an increase to your Charges. In Queensland, we'll give you at least 10 Business Days' notice of any increase to your Charges, and at least 5 Business Days' notice of any decrease to the Charges. Otherwise, we'll notify you as soon as practicable and no later than your next bill. Exceptions may apply in accordance with Regulatory Requirements.
- 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 in Victoria). We may change the billing period by notice to you.
- For Hot Water Services, Chilled Water Air Conditioning and Metered Gas Services 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.
- For Unmetered Appliance Services, your bill will be based on a flat charge per day as there is no meter which measures your usage.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office (cash, American Express, Visa or Mastercard only), by cheque (mail only), direct debit (by agreement), American Express, Visa or Mastercard over the phone or online BPay.
- Make sure you review your bills carefully and if you have concerns, just ask us to do a review. For Hot Water Services, Chilled Water Air Conditioning Services and Metered Gas Services you can ask to have your meter tested as part of the review –
- For Metered Gas Services, charges may apply if it's found to be operating correctly and you may have to pay these before the test, except in Victoria or 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.

## 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 61**. 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 online 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.