Customer Disclosure Statement and Charter

SINGLE 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 Address set out in the Details section.
- We have two types of agreements: those with a fixed term and those which continue until we or you end them. If you're in Victoria and you have an Energy Plan with a fixed term, your Agreement is a fixed term agreement and it will end when your Energy Plan ends. If you're in NSW, ACT, QLD, SA or NT or you're in Victoria but you have an Energy Plan which doesn't have an end date or you don't have an Energy Plan, your Agreement will continue until we or you end it.
- If you don't agree to a new Energy Plan after your Energy Plan ends, your energy supply will continue without the Energy Plan.
- If you're a small business customer, your Energy Plan may include an exit fee – the amount is set out in your Details section. See your Agreement Terms and 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 in Victoria and we are required to switch you to this Agreement under 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 on-line.

  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 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 (including any Energy Plan) 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 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 15 (or clause 14 for Embedded Network customers) of the Agreement for more details. The Regulatory Requirements prevent disconnection in some circumstances.
- For Embedded Network customers, we operate under a network exemption and as an Exempt Network Operator we are required to comply with the conditions imposed under the applicable Electricity Network Service Provider – Registration Exemption Guidelines. These conditions broadly cover matters like metering and network charges. For more details, jump onto **originenergy.com.au/aerguideline** or if you prefer to speak to someone, give us a call on 1800 684 993.
- For embedded network customers, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer. to ensure your electricity supply stays connected. If you choose an alternative retailer for your energy, you will receive two bills, one for energy and one for network charges, and you may choose to retain our meter and pay us for the metering fees or replace the meter via your chosen retailer. There may be fees and charges associated with this change.

Your Charges and feed-in tariffs

- The Charges you will pay and any feed-in tariff we will pay you, 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, an account establishment fee for transferring to us from another retailer or setting up your account with us for the first time (for customers in Victoria), 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. 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 are 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 tariffs. Otherwise, we'll notify you as soon as practicable and no later than your next bill. Exceptions may apply in accordance with 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 9 (or clause 8 for Embedded Network customers) 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.

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 (not applicable for Embedded Network customers).

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 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.
- For Embedded Network customers, for 24-hour electricity faults or emergencies call 1800 002 438.

Concessions and rebates

Your state or territory government provides a range of concessions, rebates and relief schemes to help reduce energy costs. You may be eligible if you receive government payments, hold a Queensland Seniors card, ImmiCard, ACT Services Access card or a card issued by Centrelink or Department of Veterans' Affairs, or if you require life support equipment, have a medical condition requiring heating or cooling, or are experiencing financial hardship.

- **NSW:** Low Income Household Rebate, Gas Rebate, Family Energy Rebate, Seniors Energy Rebate, Life Support Rebate, Medical Energy Rebate and Energy Accounts Payment Assistance (EAPA) scheme.
- **ACT:** Electricity, Gas and Water Rebate and Life Support Rebate.
- **SA:** Energy bill concession, Medical Heating and Cooling Concession, and Emergency Electricity Payment Scheme (EEPS).
- **QLD:** Electricity and Reticulated Natural Gas Rebates, Electricity Life Support, Medical Cooling and Heating Electricity Concession Scheme and Home Energy Emergency Assistant Scheme.
- **VIC:** Annual Electricity Concession, Winter Gas Concession, Life Support Concession, Medical Cooling Concession, Non-Mains Concessions and Utility Relief Grant Scheme (URGS).

For up-to-date information on available programs, including a concession guide for your state or territory, head to **originenergy.com.au/concessions-rebates** or call us on 13 24 61.

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.
- If your Energy Plan includes a discount, the discount is off our Origin Basic charges which can be found here: **originenergy.com.au/pricing**
- We may pay a commission to a marketer for the introduction of your business to us (if applicable). Our marketers include:

Cheap Bills
1300 786 045
cheapbills.com.au

Compare Club
1300 112 582
compareclub.com.au

Compare the Market Pty Ltd
1800 427 641
comparethemarket.com.au

Comparable
1300 754 155
comparable.com.au

Direct Connect Australia Pty Ltd
1300 664 715
directconnect.com.au

Electricity Wizard
1300 359 779
electricitywizard.com.au

Fast Connect
1300 661 464
fastconnect.net.au
Trading as BeMoved
bemoved.com.au
& One Click Switch
oneclickswitch.com.au

Go Switch
1300 459 121
goswitch.com.au

iSelect
13 19 20
iSelect.com.au

MyConnect
1300 854 478
myconnect.com.au

Residential Connections Pty Ltd
1300 859 258
Trading as Compare and Connect
compareandconnect.com.au