

Customer Disclosure Statement & Charter

Unmetered Appliance Services

Your Retailer

- **In NSW and ACT:** Origin Energy LPG Limited (ABN 77 000 508 369) of Level 45, Australia Square, 264-278 George Street, Sydney, NSW, 2000.
- **In SA and NT:** Origin Energy Retail Limited (ABN 22 078 868 425) of 100 Waymouth Street, 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 1800 684 993 or by emailing enquiry@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 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 are set out in your Details section and the Agreement. Those Charges may include a card payment fee for payments made by Visa or Mastercard, 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.
- We can vary the Charges at any time by notice to you. This means we can vary the amount, nature and structure of any of the Charges. The notice may be by message on your bill. We'll notify you as soon as practicable, but no later than your next bill. For Small Customers in Queensland, we'll give you at least 10 Business Days' notice of any increase to the charges.
- 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.
- Your bill will be based on a flat charge per day as there is no meter which measures your usage of unmetered appliance services.
- You can pay your bill (including in advance) by any of the ways listed on it, including in person at a post office (cash, Visa or Mastercard only), by cheque (mail only), direct debit (by agreement), 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.
- 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, installment plans, energy rebates for life support or other concessions or rebates, call us on **1800 684 993**. 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 www.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.
- In Victoria you may be contacted as a part of an audit procedure to confirm your understanding of and consent to the Agreement.