

# Additional information for Origin's Metered LPG service in South Australia

This information is supplementary to the Origin Metered LPG Customer Service Charter, which can be found at [origin.com.au/lpgcharter](http://origin.com.au/lpgcharter)

## Current Pricing, Fees and Charges

A description of fees and charges can be found in the Origin Metered LPG Customer Service Charter, in addition to other fees referred to below.

### Pricing (exclusive of GST)

Region	Areas	Daily Supply Charge	Consumption (per MJ)
Central	Adelaide Hills, Adelaide Metro, Victor Harbor, Wallaroo	\$0.57	\$0.07145
North	Roxby Downs, Port Lincoln	\$0.57	\$0.07145
East	Renmark	\$0.57	\$0.07145
South	Cape Jaffa	\$0.57	\$0.07145

*Pricing effective 1 October, 2021*

### Fees and Charge (inclusive of GST unless stated)

Description	Cost
Account establishment fee	\$35.00
Final meter reading fee	\$32.90
Disconnection Fee – for credit related issues	\$66.00
Reconnection Fee – for credit related issues	\$66.00
Paper Bill Fee* (receiving your bills via Australia Post)	\$1.75 per bill
Late Payment Fee* (when a bill is unpaid by the due date)	\$12 (non-taxable, no GST)

*\*New fees effective 1 January, 2021*

## Complaints handling

If you have an enquiry, complaint or dispute relating to our service or your bill, chat with us live at [origin.com.au/lpg](http://origin.com.au/lpg) or call us on 133 LPG (133 574) between 8am to 6pm AEST weekdays, and we will work to satisfy your concerns.

We must handle your complaint in accordance with our standard complaints and dispute resolution procedures. You can get a copy of these procedures at [origin.com.au](http://origin.com.au) or by asking us to send a copy to you. We must also advise you of the outcome of your complaint.

If after discussing your complaint with us you still believe that it has not been satisfactorily resolved, you can contact the Energy & Water Ombudsman SA (EWOSA).

## Government support

Please refer to the following websites to see if you are entitled to government rebates or financial support:

[www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions/concession-finder](http://www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions/concession-finder)

[www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions/energy-bill-concessions](http://www.sa.gov.au/topics/care-and-support/concessions-and-grants/concessions/energy-bill-concessions)