



Power On Program

Supporting our customers through times of need



If you're having trouble paying our bills, get in touch on **13 24 61**.

Something important that we really do understand is that customers who fall into hardship all have different circumstances — which means their needs, and the way we can help, might be different.

Our goal is to help our hardship customers help themselves. Remember, it's never too late to ask for help, and never too early.

What is Power On?

Staying on top of bills can be really hard at times, and that's where our Power On Program comes in. Power On is our way of helping customers manage their energy use and bills, and making debt collection and disconnection our last resort.

What is hardship?

We call it hardship when somebody would like to pay their energy bills, but really can't manage to do so. This might only be for a short time, from a temporary change in circumstances — or it might be more ongoing, from a low fixed income or prolonged illness.

Who can access Power On?

Any Origin residential customer who's having trouble paying their bills because of hardship and is willing to work with us to get back on track. This customer must also be willing to keep the Power On commitments. We might also be able to offer support to small businesses in special circumstances.

Who we can't help

Customers who haven't done the right thing — if they're in debt due to fraudulent activity, or they've been dishonest in describing their circumstances.

Our Power On commitments

- To have respect, empathy and sensitivity for a Power On customer's circumstances
- To work with a Power On customer towards sustainable energy use and bill payments
- To make sure the Power On customer commitments are understood and agreed to
- To make sure that a Power On customer knows everything they need to do
- While a customer remains in Power On we won't disconnect their energy supply or follow our normal debt collection process

Power On customer commitments

- To work with us towards sustainable energy use and repaying their energy account debt
- To stay in touch, letting us know about any change in their circumstances
- To make all scheduled Power On plan repayments, in full and on time

We're doing what we can with Power On to help our customers sort everything out — so we do expect customers in Power On to work with us by living up to these commitments.

Getting back on track with Power On

Here's how our Power On team helps customers to regain control:

- Flexible payment plan options
- Centrepay and direct debit information
- Redirecting your bills to a third party at no charge
- Energy efficiency advice
- Concession and rebate assistance
- Financial counselling service referral
- Reviewing energy contracts

Our Power On team

Power On team members have specialised training which includes understanding the causes of financial difficulty, dealing with culturally and linguistically diverse people and engaging in empathetic and non-judgemental conversations.

Privacy matters

We take our customers' privacy seriously, and manage their personal and credit information under the requirements laid out in the Privacy Act 1988 (Cth). We'll only use their financial information to assess their application for assistance.

Get in touch

We'd like to talk to any customer having trouble paying our bills as soon as possible. Electricity and natural gas customers should call **13 24 61**.

Language assistance is available.

A detailed copy of the Hardship policy is available at no cost by giving us a call on the number above and can also be found at **originenergy.com.au/paymentassistance**

 originenergy.com.au