



Appendix 25: Customer Disclosure Statement & Charter

Customer Disclosure Statement & Charter

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 100 Waymouth Street, 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 your Energy Plan has a fixed term, we'll write to you before it ends. If you don't agree to a new Energy Plan after it ends, your energy supply will continue without the Energy Plan features or benefits.
- Your Energy Plan may include an exit fee – if so, the amount is set out in your Details section. See your 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. 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 1300 726 133 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 (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 16 (or clause 14 for Embedded Network customers) 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, an account establishment fee for transferring to us from another retailer or setting up your account with us for the first time, 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.
- 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 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 a message with your bill. For Small Customers in Victoria, NSW, ACT and SA we'll give you 5 Business Days notice. For Western Australian Small Customers 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, and otherwise notify you no later than your next bill. Exceptions may apply in accordance with Regulatory Requirements. We can also vary the Charges by notice to you in limited circumstances, even if we say we won't do so in your Energy Plan – see clause 10 (or clause 9 for Embedded Network customers) of the Agreement for details.
- We'll check your details with your Distributor. If any of the details are incorrect (e.g. the meter type), we may change the Charges by notice.
- 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 includes 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). We may also have special offers with additional benefits available from time to time.

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), 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.
- 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 63. 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 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 part of an audit procedure to confirm your understanding of and consent to the Agreement.
- Discounts are 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:

Compare the Market Pty Ltd

Level 6, 9 Sherwood Rd
Toowong, QLD 4066
1800 427 641

comparethemarket.com.au

Fast Connect

Suite 3, 567 Newcastle Street
West Perth WA 6005
1300 661 464

fastconnect.net.au

MyConnect

Level 3, 289 Flinders Lane
Melbourne VIC 3000
1300 854 478

myconnect.com.au

Split It

135 King Street
Sydney NSW 2000
1300 862 255

splitit.com.au

Direct Connect Australia Pty Ltd

15 Shierlaw Avenue
Canterbury VIC 3126
1300 739 758

directconnect.com.au

iSelect

294 Bay Road
Cheltenham VIC 3192
13 19 20

iselect.com.au

On the Move

63 Cambridge Street
Collingwood VIC 3066
1300 850 360

onthemove.com.au

Tailored Energy Pty Ltd

Level 4, 17-18 Bridge Street
Sydney, NSW 2000

trading as Handled
handled.com.au

Electricity Wizard

Level 2, 850 Collins Street
Docklands, Vic 3008
1300 359 779

electricitywizard.com.au

Make It Cheaper

Level 5, 100 William Street
Woolloomooloo NSW 2011
1300 957 721

makeitcheaper.com.au

Residential Connections Pty Ltd

Level 3, 342 Flinders Street
Melbourne VIC 3000
1300 859 258

trading as
Compare and Connect
compareandconnect.com.au

trading as
Domain Connections
domain.com.au/connections

Teris Group Pty Ltd

Level 1,
20 Queensland Avenue
Broadbeach, QLD 4218
07 5588 3649

terisgroup.com.au

Energy Watch

294 Bay Road
Cheltenham VIC 3192
13 92 82

energywatch.com.au

Moving Hub

105/425 Docklands Drive
Docklands VIC 3008
1300 744 334

movinghub.com.au