

Emergency stopping of gas supply

Origin may disconnect or interrupt the supply of gas to your supply address without notice in the event of an emergency or if necessary to reduce the risk of fire, or to comply with a law.

You can obtain information on the nature of the emergency and an estimate of when gas supply is likely to be restored by contacting our 24-hour Emergency Hotline: 1800 808 526

We will make every effort to reconnect the gas supply to your supply address as soon as possible.

Privacy

We collect your personal information and confidential information because without it we can't provide you with energy and related products and services under our agreement with you. We may exchange your information with our related bodies corporate, agents and contractors (such as mail houses, data processing analysts and debt collection agencies) to provide you with those products and services and also for any other purpose you have consented to or as authorised by law. We may also disclose your personal information to a credit reporting agency in certain circumstances. To access the personal information we hold about you, call us on 13 24 61.

Product and service offers

We would like to offer you value as an Origin customer, so we may present you with gas, electricity and household or business service offers in the future. If at any time you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please call 13 24 61 or write to:

Origin Opt Out,
Reply Paid 1199,
GPO Box 1199,
Adelaide SA 5001.

What if I have an enquiry?

If you have an enquiry or a complaint relating to our service, please contact us on 13 24 61 and we will respond quickly and work to satisfy your concerns. We aim to resolve all telephone enquiries at the initial contact stage. If you feel the matter has not been resolved, please request to have your complaint reviewed by a higher level of management within Origin.

If you still believe your complaint has not been satisfactorily resolved, you can contact the Energy Ombudsman Western Australia on 1800 754 004.

Origin is committed to compliance with the Gas Marketing Code of Conduct 2008 and the Australian Gas Association (AGA) Customer Service Code AG 755-1998.

About Origin

Origin is a leading, national retailer of LP Gas, Natural Gas and Electricity to more than three million homes and businesses. Our heritage of 150 years in the energy industry means we have the experience, knowledge and skills to look after your requirements.

How to contact Origin

Customer Service	13 24 61
Emergencies or leaking gas	1800 808 526
Telephone interpreter service	13 14 50
e-mail	enquiry@originenergy.com.au
Postal address	GPO Box 1199, Adelaide SA 5001

originenergy.com.au



australian
made



recycled

Origin Energy Retail Ltd ABN 22 078 868 425

LPG 241.v1 01/09

Thank you for
choosing Origin



Reticulated LP Gas
Customer Service Charter
Western Australia

Our service
commitment to you

Effective January 2009

Together we can
make a difference.™

Welcome to Origin

Delivering good service

Thank you for choosing Origin LP Gas.

Gas is supplied to you by a reticulated pipeline and your gas usage is recorded on a metered system.

This brochure provides important information about your gas supply and explains how our service is designed to meet your needs. Please read this Charter in conjunction with our standard Terms for Reticulated LP Gas.

If you need any information or advice on the operation of your reticulated LP Gas supply, energy efficiency or payment options, please call us on 13 24 61 or visit originenergy.com.au

We're here to help.

Gas leaks and emergencies

If you suspect you have a gas leak, call Origin immediately on our 24-hour hotline **1800 808 526** and follow the safety guideline listed below.

Safety guideline

If you smell gas, follow this safety guideline until the emergency service technician arrives.

- Turn off all gas appliances.
- Open all windows and doors.
- Do not light a match or a lighter.
- Do not smoke a cigarette.
- Do not use any electrical appliance, mobile phone or even turn on a light.

If you continue to smell gas, turn off the main gas supply tap located at or near the gas meter.

For further safety information please contact us on 13 24 61 and ask for a copy of our Customer Safety Awareness Program or visit our website originenergy.com.au

About your Origin reticulated LP Gas account

Customer number

When you open an account with Origin, you are given a 10-digit customer number which you'll need to quote when enquiring about your account or paying an invoice.

Terms of payment

You will receive an invoice from Origin once every three months or once every month, depending on your gas consumption. The invoice will be based on an actual meter reading, or an estimated reading, if we were unable to read your meter. The invoice must be paid by the due date.

If you are unable to pay an invoice due to genuine financial hardship, please contact Origin on 13 24 61 before the payment due date to make other payment arrangements.

Fees and charges

For a full list of fees and charges please refer to our standard Terms for Reticulated LP Gas, available on our website or call us on 13 24 61 and we'll send you a copy.

Refundable advance

In some circumstances, we may require you to pay a refundable advance. It will be repaid within 10 business days in full, along with any interest, when you have completed 2 years of payments by the due dates on your invoices or if you cease taking supply.

Payment options

Origin offers a range of convenient payment options. Refer to your invoice or our website for details.

Concessions

State Government Energy Rebate Scheme (Western Australia)

The State provides an energy subsidy to eligible concession card holders for both gas and electricity.

For administrative simplicity, the subsidy is paid through Western Power. Any enquiries regarding eligibility should be registered with Western Power or visit the Government of Western Australia website: wa.gov.au

Notification of changes

If we vary the standard Terms for Reticulated LP Gas or if changes to supply and/or charges for gas and related services are made, we will inform you at the earliest opportunity.

Finalising or transferring your account

If you are moving out of your premises permanently, you must notify us at least three business days prior to the date you intend to vacate and provide us with a forwarding address for your final invoice.

When we receive notification we will endeavour to arrange for a final reading of your meter on the date specified. We will send a final invoice to your forwarding address.

Disconnection/Reconnection

In some instances, we may need to disconnect your gas supply. The WA Gas Customer Code disconnection procedures require that:

- from Monday to Thursday, disconnection must not occur after 2:00pm for residential customers and 3:00pm for business customers; and
- disconnection will not occur on Fridays, weekends, or the day before a public holiday.

We will reconnect your gas supply once the reason for your disconnection has been resolved, and any additional reconnection charges have been paid.

Please refer to our standard Terms for Reticulated LP Gas for a comprehensive explanation of Disconnection/Reconnection procedures.

Responsible use of gas

Ownership

Origin owns and is subsequently responsible for the installation and maintenance of the gas meter installed at your supply address and the network of pipes which bring the gas to the meter.

You, the customer, are responsible for the ownership and maintenance of all pipe-work leading from the gas meter up to and including your gas appliances.

Access to your premises

Sometimes Origin will need access to your premises, usually to read the meter or perform repairs or to connect or to disconnect supply.

We ask you to ensure our access is safe, convenient and unhindered. Our representatives carry or wear official identification, to be shown to you on request.

Please let us know if you have a pet so that if a member of our staff is required to visit your property, they can be advised to look out for your animal.