



Dear Resident

Important information about your electricity supply

While you're settling into your new home, we'd like to let you know about the electricity arrangement in your building.

What you need to do

You'll need to sign up to an electricity offer to ensure your electricity is connected. You can do this in one of three ways:

- Online: Complete the 'Move in' form online at <https://www.originenergy.com.au/for-home/electricity-and-gas/info/centralised-electricity.html>
- Email or fax: Complete the 'Move in' form attached and email it to us at eensales@originenergy.com.au or fax it to **03 8635 3012**, or
- Call us on **1800 684 993** between 8 am to 6 pm Monday to Friday.

Please note, you don't have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer to ensure your electricity supply stays connected. Give us a call on **1800 684 993** to discuss your options.

Your electricity arrangement and rates

Your building has a centralised electricity arrangement with Origin, which means that electricity is bought in bulk for all the tenants. That's good news because you'll enjoy rates that are discounted from our standard rates when you sign up to an Origin electricity offer. Plus each property has its own electricity meter, so you're only billed for the electricity you use.

Your current rates and supply charge are shown below (we'll let you know if these change for any reason):

	Unit	incl. GST
All Consumption	cents per kWh	22.278
Daily Supply Charge	cents per day	86.103

Any questions?

Just give us a call on **1800 684 993** (8 am to 6 pm Monday to Friday) - we'll be happy to help.

Jonathan Briskin
General Manager, Retail

Information about your centralised electricity arrangement and electricity meter



Your apartment or retail tenancy has been built with a centralised electricity arrangement (which is sometimes referred to as an ‘embedded network’). That’s good news for you, because it means that electricity is purchased in bulk and provided to you at competitive rates via an Origin electricity offer. Plus, each apartment and retail tenancy has its own electricity meter so you’re only billed for the electricity you use.

Here you’ll find important information about how to arrange your electricity supply, sign up to an electricity offer, and meter reading details.

Arranging your electricity supply

Origin has been appointed by your body corporate/owners corporation to provide electricity services to your building, and ensure ongoing maintenance to the metering equipment.

Before you settle into your new home or retail tenancy, don’t forget to arrange your electricity supply with Origin (or another energy retailer - except in Western Australia) so we can ensure your electricity supply continues – it’s easy, just check the attached forms for ways to do this.

Except in Western Australia, please note, you don’t have to sign up to an Origin electricity offer, but you do need to sign up with an energy retailer otherwise you may be disconnected. Give us a call on **1800 684 993** to discuss your options.

Locating your Electricity Meter

Electricity meters are usually installed during construction of the building. They are often located in the common areas or can be located in a hallway, in meter cupboards or in the basement. In most cases the meters are installed onto metering panels and are locked with power industry locks.

Meters that are located in the basement, in locked cupboards or fire stairwells are often difficult and inconvenient for meter readers to get to. The installation of meters is the builder’s or developer’s responsibility and can cause access limitations and restrictions for meter readers. Not every meter you find will be an electricity meter. There may be other meters on your site that measure water or gas.

To finalise your electricity connection, you may need access to your meter. We’ll let you know if that’s the case so you can contact your building representative to arrange access.

Reading your Electricity Meter

Your electricity meter can be read in person by a meter reader who checks your meter, or read remotely via an electronic metering system. You won’t need to be home and there will be no disturbance to you as a resident for either method of meter reading. In instances where our meter reader can not gain access to a meter, an estimated read may be used (see overleaf for more information).

Manual Meter Reading

Often more easily accessible areas, including common areas tend to have meters that are read manually. In these instances, we will have a meter reader attend the premises to do a manual meter reading. When necessary they will schedule a time with the Onsite Building Manager or appropriate person to gain access.

Remote Meter Reading

Generally, a remote reading system or a digital reader will be added to your electricity meter so we can regularly read the electricity meter without having to physically attend the site.

Meter reads on remote reading systems rely on the interval data outputted by your electricity meter. Your meter is a ‘type 4’ communication meter that meets all relevant standards for electricity metering.

A number of different remote metering systems are used today. Some of these systems rely on a modem and are accessed through fixed telephone lines or through mobile data SIM cards. Others require site attendance where a meter reader physically downloads the data directly into a hand-held device from a central location within the site.



Estimate Reads

Sometimes we might need to use an estimated meter reading instead of an actual meter reading to calculate your electricity usage for your bills.

There are a few reasons for this:

- Your electricity meter may be located in a basement, locked cupboards, fire stairwell or an area that is hard to access. The installation of meters is the builder's or developer's responsibility and can cause access limitations and restrictions for meter readers.
- Onsite Building Managers can be required to provide access for meter readers but are not always available.
- Remote meter reading systems rely on mobile data sim cards and the quality of the mobile coverage can affect the performance of the remote meter reading system. While this does not affect the accuracy of the meter itself, it does limit the meter's ability to transmit the meter reads electronically. Our metering team will investigate and fix any instances where remote meter reading equipment is not transmitting correctly.

Estimated reads are an important part of the billing process. The use of estimated reads ensures you can continue to receive your bills even when usage information is not available. Estimated reads are calculated using data on your previous usage history to forecast consumption. Once your meter is read, your bill will be adjusted if necessary.

An estimated read allows you to budget appropriately. Without an estimated meter read, your bill would be delayed and you'd receive a larger bill, covering a longer billing period up until the time your meter is able to be read.

Faults

Due to Australian metering standards and the high quality of electricity meters, faults are rare. In addition, our meter reading team follow relevant standards for testing and auditing of your meter. If there is an instance where a meter is found to be faulty, we will replace the meter at our cost.

Electricity meters are replaced over a scheduled period of time to ensure its accuracy.

Method of Calculation

When an estimated read is to be used, it is calculated using relevant metrology procedure as per regulatory requirements. This ensures an estimated meter read reflects your individual usage patterns so your bill shouldn't be too different to an actual meter read. Due to the nature of the advanced metering technology used, bills issued with estimated reads will be rare.



For more information visit originenergy.com.au or call 1800 684 993.

Like the weather, energy bills can change with the seasons



Sometimes, for what seems like no apparent reason, you might find your energy bill has gone up or down. This can be confusing to say the least.

Luckily though, there's often a simple explanation.

Go through the following checklist for the nine most likely reasons your bill may have changed.

- Are there any outstanding amounts carried over from the last invoice?
- Are you eligible for a concession and, if so, are your details up to date? (Except in Western Australia)
- Was your previous bill estimated?
- Is the billing period longer than usual?
- Have there been any recent price increases in your state?
- How does your bill compare to the same time last year?
- Have any additional people been staying at the property?
- Are the meter reads on your bill correct?
- What appliances have been in use at the property?

For more information about any of the above, check out the pages that follow.

The nine most likely reasons in detail

1. Are there any outstanding amounts carried over from the last invoice?

If your last bill never arrived or you only paid part of it, you may find the amount on your new bill includes any amount you still owe. And if you've only been paying off smaller amounts for a while, the total amount you owe Origin has likely been building up.

If that's the case, simply call us on **1800 684 993** and arrange a payment plan. It's one of the easiest ways to pay off a large amount. Plus, for information about what you owe, you'll find a charges and payments summary on your Origin bills.

2. Do you have an eligible concession card? (except in Western Australia)

If you have an eligible concession card and your entitlement doesn't appear on your bill, log in to My Account via the Origin website to add or update your details. You can also find a list of concessions you may be eligible for here. If you're not sure, call us on **1800 684 993**.

Please note, if you live in South Australia you may need to register your details with the Department for Communities and Social Inclusion.

3. Was one of your last bills estimated?

Sometimes it's not possible for us to physically read a gas and electricity meter, often because we are unable to gain access to the meter.

When this happens, we 'estimate' the property's consumption by using the consumption for roughly the same period a year before. Then, once an actual meter reading can be obtained, any amount that may have been overcharged or undercharged due to the estimate is corrected.

If we've estimated your account, you'll find '(E)' on the back of your bill. Otherwise, if your meter was actually read, you'll find '(A)' there instead. You'll find your 'next scheduled read' on the back of your bill too.

4. Was the billing period longer than usual?

Energy bills roughly cover the same period of time whenever they're issued (whether that's two months for gas or three months for electricity), but they rarely cover the exact same number of days (for example, 89 days one bill then 94 days the next).

When this happens, your bill may jump or drop from one to the next as a result of higher Service to Property charges and different usage being recorded.

5. Have there been any price increases recently?

You're probably aware that energy rates increase from time to time.

We always look to minimise the impact these price changes have on our customers by ensuring our prices are competitive and by offering smarter energy solutions.

6. How does your bill compare to the same one this time last year?

It makes sense that energy bills can change with the weather. You may have the air conditioner running during summer, but during the cooler months you're probably indoors more – watching TV, using your computer and perhaps the clothes dryer. It gets darker earlier in the evenings too, so your lights may be on more and you'll no doubt use your heating more too.

Twelve months is a long time to remember how these appliances made an impact on your energy costs. So the best way to see if everything is adding up is by comparing your energy usage with usage at the same time the year before. Look at your consumption in kWh.

7. Have there been any additional people staying at the property?

The more people at home, the more energy you're likely to use. So if a friend or relative stays for a few weeks or your kids have been home for the holidays, chances are they've left a mark on your energy costs.

8. Has your meter been read correctly?

Care is always taken by the network team who read your meter. However, as most meters around Australia are read manually there's still room for human error. In Victoria many homes have smart meters, which means meters are read remotely and automatically.

You can check that your meter read was correct by checking your own meter and comparing the number with the one under 'Current Reading'.

If both numbers are about the same, or if the number on your meter is slightly higher than the one under 'Current Reading' on your bill, then your meter was read correctly and you have been billed accurately. If not, call **1800 684 993** with the details.

Read your meter and monitor your usage. If you're unsure whether your meter is working properly, or you have your suspicions about your appliances working properly, then it may be worth checking your own meter for a short while.

It's easy. Simply take a reading at a set time on a typical day for your household being careful not to change your usual usage pattern. Then at the same time the next day, take another reading.

The difference between the two will be the amount you used in one day (24 hours).

You can also start to take notice of how much your appliances use by taking regular meter reads and keeping track of when you change your usage pattern (when you use certain appliances or have them turned off).

9. What appliances have been in use at the property?

Some appliances use a lot of energy – maybe more than you realise – which can make your energy bills bigger.

For information on how much energy an appliance uses, read its manual, check the manufacturer's website or reference its 'energy efficiency' label. Many appliances have their power rating printed on the back of the appliance or underneath it.

For energy efficiency tips that can help reduce your consumption and costs, go to [originenergy.com.au/efficiency](https://www.originenergy.com.au/efficiency).



Application to close your centralised electricity account



Use this form to ask Origin to close your centralised electricity account at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia and Victoria.

When you move out, you must let Origin know so we can finalise your account and send out a final bill. You can:

- complete the online form at originenergy.com.au/ceccloseonline, or
- fill in the form below and email it to us at eensales@originenergy.com.au or fax it to 03 8635 3012

There's a disconnection fee of \$27.84 (incl GST) that will appear on your final bill.

It is important that you give us a contact phone number so we can easily reach you. We may need to call you to discuss how your final bill will work if, for example, you're on an EasiPay plan, Centrepay, your account's in credit, or other scenarios.

Meter no.

Move out date / /

3 business days' notice required for final meter read

Move out time am pm

1. Account holder details

Full name

DOB Phone

Account no.

Email

Driver's licence if available

2. Supply Address

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Building name

3. Forwarding address or email

(so we can send your final bill to this address)

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

Email

Do you need an electricity account opened at your new supply address?

Yes No

If yes, we'll contact you with some great offers.

Account holder name

Date / /

Signature (must be account holder)

Basic Plan Information Documents are information sheets that contain all the key details about a plan and are available on request, or at originenergy.com.au/pricing for generally available plans.

For Vic and WA customers, Fact Sheets containing all the key details about the offer are available upon request or at originenergy.com.au/pricing for generally available plans.

If you'd like more information about centralised electricity, just call us – we're around 9am to 5pm EST weekdays

1800 684 993 originenergy.com.au/ceccloseonline eensales@originenergy.com.au



Application for centralised electricity



Use this form to ask Origin to set up your centralised electricity at a property in the Australian Capital Territory, New South Wales, Queensland, South Australia or Victoria.

Your building has a centralised electricity system for which Origin is the retailer. This means that electricity is bought in bulk and provided to you at rates discounted from our standard prices. Plus, each property has its own electricity meter, so you're only billed for the electricity you use.

To arrange your electricity supply, please complete the online form at originenergy.com.au/ceopenonline or fill in the form below and email or fax it to us. For more information about centralised electricity, call us on **1800 684 993**.

Some apartments may also have centralised hot water systems or gas cooktops. Check with your owners corporation or building representative if you need to arrange connection for these services. If you're not sure, just give us a call on **1800 684 993** – we're happy to help.

Meter no.

(Optional)

Move in date / /

Property Owner Occupier

1. Account holder details

Full name

DOB Phone

Email

Driver's licence if available

2. Authorised contact details

Company if applicable

ABN

Full name

DOB Phone

Email

Driver's licence if available

Please send me my Origin communications (including bills) by:

Email Standard post

(If email, make sure you've given us your email address above).

3. Supply Address

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

4. Postal details

(if same as supply address, write as above – if email, write email)

Lot Level Unit no.

Street no. Street

Suburb

State Postcode

5. Equipment reliant on energy

Will there be life support machines or any medical equipment installed at your address that's reliant on your energy supply?

Yes No

If you have selected 'Yes', once the sign up process has been completed, we'll send you a form to complete and return to us.

Important information

- Origin requires access to your meters at all times.
- Product and service offers: We are committed to providing you with a complete energy service, so we may present you with gas, green products and household or business service offers in the future (including after your Agreement with us ends). We will continue to provide you with these offers until you advise us otherwise. If you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please tick the box below.
- To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy and credit reporting statements at originenergy.com.au/privacy. Our credit reporting statement explains who we disclose credit information to (including service providers overseas) and how this could affect your credit worthiness, as well as how you can access, correct or complain about it. Please contact us to request a paper copy.
 I do not wish to receive these offers in future.
- This application will be based on our Embedded Networks offer for your region. Origin may vary the terms, conditions, nature, amount and structure of your charges. If they do change, we'll let you know. We'll send you an agreement pack, which explains the terms and conditions, your payment options, the charges and fees that apply and your 10 business day cooling-off period. You can read the charges and fees when you receive the agreement pack. You can also contact the Customer Service Centre on 1800 684 993 for more information about pricing.

Account holder name

Date / /

Signature (must be account holder)

If you are not the Account Holder, you warrant that you have the authority of the Account Holder to submit and sign this application on their behalf. Origin may request proof of your authority.

To find out more about how Origin collects, uses, holds and discloses personal and credit information about individuals, see our privacy statements at originenergy.com.au/privacy

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