

Customers management approach



Our commitment is to create value for our customers through a culture that puts our customers firmly at the centre of all our decisions and actions.

Origin is a leading electricity, gas and LPG retailer to homes and businesses across Australia. Our customers depend on us to provide a reliable, affordable and sustainable energy supply. Our commitment is to create value for our customers through a culture that puts our customers firmly at the centre of all our decisions and actions.

Customer experience

The experience our customers have with us is critical to our service. We monitor customer experience continually and use a number of performance measures to review and improve how we work. Key performance measures, including those linked to employee remuneration, are provided in our annual Sustainability Report.

Customers are able to contact Origin and manage their account through a variety of channels, including through the 'My Account' page on our website, our industry leading app, online chat, social apps, and via phone or email. A telephone interpreter service is available in multiple languages.

Customers who feel that an issue they have experienced with Origin has not been addressed by the company can have the matter reviewed by the relevant Ombudsman in their state or territory.

More details on how we handle complaints, including customer rights and entitlements and Ombudsman contact details, can be found on our website at originenergy.com.au/contact-us/complaints

Low carbon product solutions

We are committed to becoming Australia's leading renewable and low carbon energy provider, and continue to help our customers with the uptake of renewable sources of electricity. We have dedicated marketing teams and activities to accelerate customer uptake of solar and battery storage, and we offer a range of maintenance and support services to extend the lifespan of our customers' collar systems, including regular cleaning and servicing.

We are also one of Australia's largest providers of GreenPower and Green Gas. When customers choose GreenPower, they can choose the percentage of their electricity they would like to receive from renewables sources, up to 100 per cent of their household electricity. When customers choose Green Gas, we offset emissions from natural gas through our independently audited Carbon Reduction Scheme.

We also offer business customers innovative corporate power purchase agreements that combine renewable energy with firming generation.

Our low carbon product solutions can be found at originenergy.com.au.

Responsible marketing

We are committed to responsible marketing practices that build a better, more direct relationship with our customers. Since 2013, we have not engaged in door to door sales for the residential market and we make limited outbound calls. We filter our customer lists for campaign activity to exclude customers we know to be in financial distress or to have been impacted by emergencies such as bushfires or floods.



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Energy affordability and hardship

Origin is committed to innovation and leading the way in making energy accessible and affordable for all Australians. Since 2003, we've been helping vulnerable customers with personalised case management support, matched incentive payments, tailored payment plans, free energy audits, and energy efficient appliance upgrades through our *Power On* program.

Origin's hardship program *Power On* offers referrals to financial counselling services, flexible payment options, free home energy audits and energy efficiency information to help customers manage their energy bills. A customer entering this program works with Origin to reduce energy usage to sustainable levels and repay their debt over a longer period. Origin is required to submit quarterly performance indicator reports to both the Australian Energy Regulator and Essential Services Commission of Victoria, and an annual performance indicator report to the Economic Regulation Authority of WA as well as report compliance breaches according to a prescribed schedule.

Customer privacy

Origin is committed to protecting customers' privacy, and managing their personal and credit related information in accordance with the requirements of the Commonwealth *Privacy Act 1988*. Our Privacy Policy explains how we manage personal information, as required by the *Federal Privacy Act* and the National Privacy Principles.

Our Privacy Policy and Credit Reporting Collection Statement (which is our Credit Reporting Policy), sets out how we collect, use, hold and disclose customers' personal and credit related information. Further information about how we manage customer privacy can be found on our website originenergy.com.au/privacy.html.

