

Origin Energy Centralised Energy Services

For owners and residents
in apartment blocks and buildings



“EASTBOURNE”

62 Constitution Ave Parkes ACT 2600

Important information

Your choice of retailer

For embedded network customers, 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. If you choose an alternative retailer for your energy, you will receive two bills, one for energy and one for network charges, and you may choose to retain our meter and pay us for the metering fees or replace the meter via your chosen retailer. There may be fees and charges associated with this change. Give us a call on **13 24 61** to discuss your options.

Registration Exemption Guidelines

For embedded network customers, we operate under a network exemption and as an Exempt Network Operator We are required to comply with the conditions imposed under the applicable Electricity Network Service Provider - Registration Exemption Guidelines. These conditions broadly cover matters like metering and network charges. You can read these details here

[AER electricity NSP Registration Exemption Guideline](#)
or you can give us a call on **13 24 61**.

Faults & emergencies

For embedded network customers, for 24 hour electricity faults or emergencies call **1800 002 438**

Origin Services at “EASTBOURNE”

Thanks for using Origin as your embedded network services. We look forward to working with you to make sure the centralised energy services in your building is as easy as possible to manage.

We provide the following services to your building:

- **Electricity**
via an embedded network

The following pages in this pack outline these services and will answer any questions you may have. We also have a specialised team available to chat in person for when you need help.

We look forward to working alongside with you and into the future!

Kind regards,

The Origin Team

Move easily with Origin

Open your electricity and / or hot water account easily

Step 1:

Scan the QR code with your phone camera.

Step 2:

Select 'Search for your address', enter your address on the next screen and follow the prompts.

Step 3:

Let Origin do the rest!

No smart device? No worries. Just give us a call on **1800 331 337** and we'll sort it out for you.

Moving out?

You can do this online through My Account or the Origin app.

Step 1:

Select More and find Plans & Properties.

Step 2:

Select Disconnect a property.

Step 3:

Select Get started and follow the prompts.

Don't have My Account?

Visit www.originenergy.com.au/my-account-setup to set up your My Account, or you can download the Origin app from your app store.



Sign up instantly with QScan



Opening or closing your account

You can now move in online by going to [Embedded energy - Origin Energy](#). Once you have your new account, you can manage your account and your future account closure in our [Origin MyAccount app](#) or call us on 13 24 61 Monday - Friday, 8am to 6pm (AEDT).



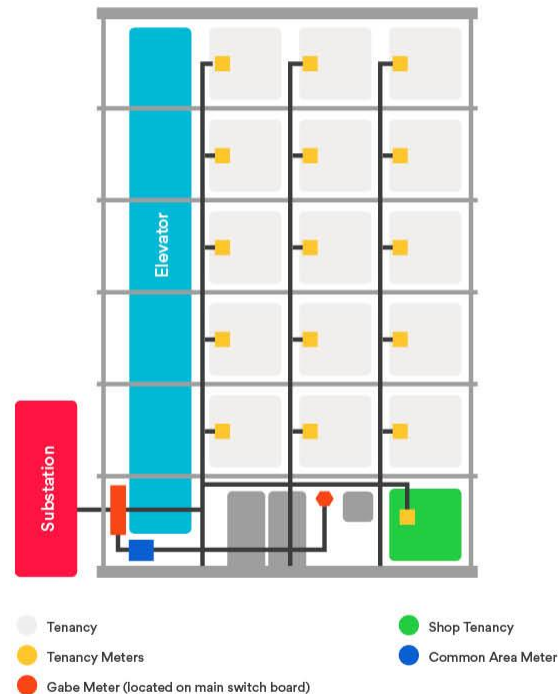
Embedded Electricity

Embedded networks are private electricity networks servicing multiple apartments on the one site or in the one building. Origin pays for all the power at the Parent meter and then, via your own individual electricity smart-meter, we provide a competitive rate for your electricity consumed. The Body Corporate, any common areas and any retail outlets on your site will have their own meter.

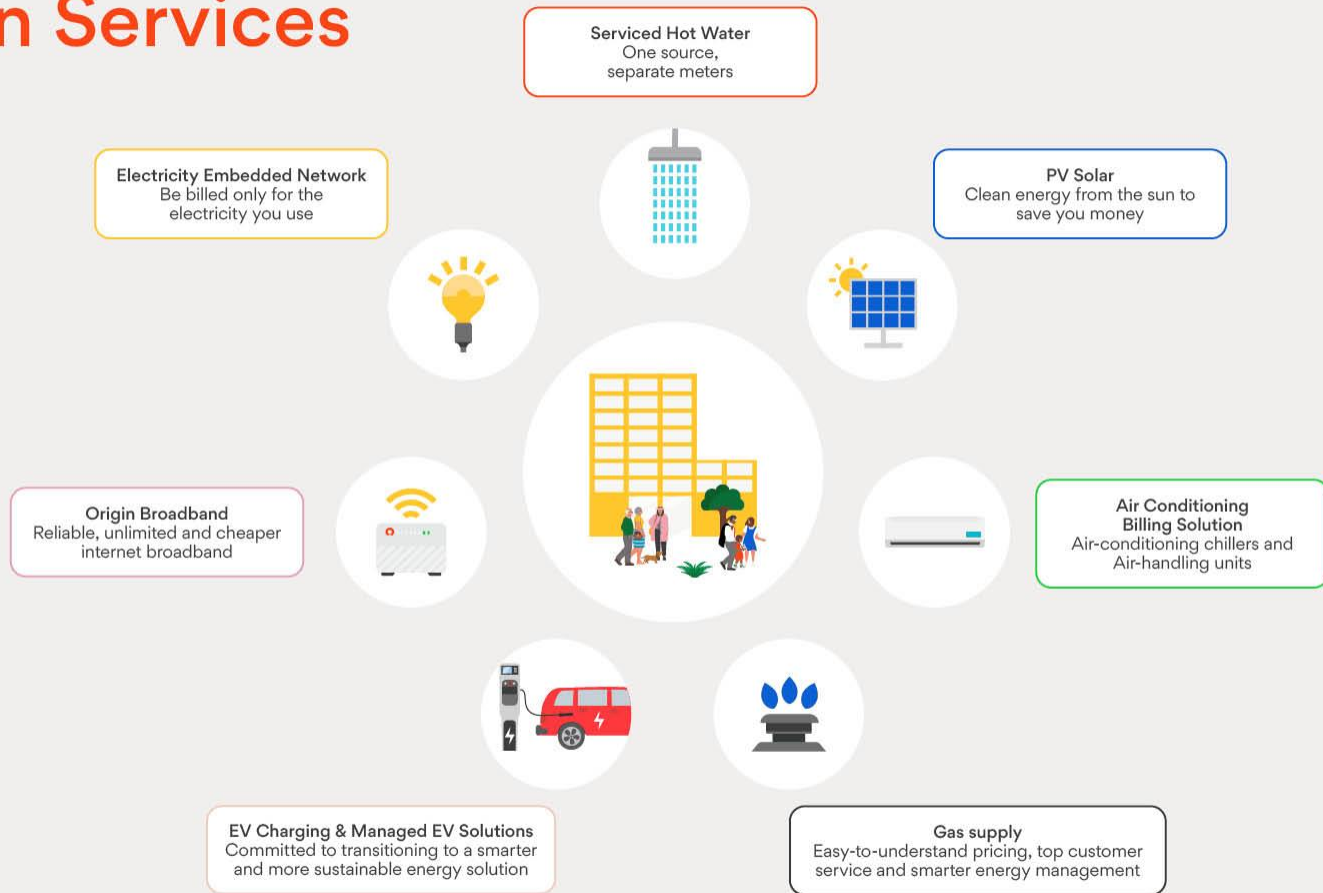
The electricity meters and remote meter reading system in your building are owned by either Origin or a Meter Provider.

There are no minimum length contracts and prices are normally updated about once a year, with any concessions and rebates that are eligible factored into the regular bills. Each apartment or retail tenancy can check their account and monitor their usage online 24/7 using My Account or the Origin app.

If you have any questions about centralised electricity, there is a dedicated team available to assist **Monday-Friday, 8am-6pm (AEST)**. Just give our specialised team a call on 13 24 61.



Origin Services



The Origin Advantage



Brand Recognition

- Safety & Security of Australia's Largest Retailer
- Customer Comfort



Compliance

- Comply to Current and Future Regulation
- Tier 1 Energy Retailer Obligations
- Retail Energy under a Retail Licence



Capability

- Scale and Resources to Deliver on Promises
- Asset Management
- National Response Centre
- 4.2 million Customer Accounts/ Over 200,000 Embedded Network Accounts



Agreements

- No Lock in Agreements
- Flexibility
- Competitive Pricing



Experience

- Over 350,000 High-Rise Customers
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For more information

Talk to us

If you have a question about centralised electricity, hot water, air conditioning, cooktop gas or electric vehicle chargers, just give our team a call:

13 24 61

Monday – Friday
8am – 6pm (AEDT)

Email us

hello@origin.com.au

Or jump online at

originenergy.com.au

