

Upcoming fee changes

1 January 2021



Some fees will be changing from 1 January 2021 for residential and small business customers in your state.

To make it easy to see what changes apply to you, we have included a table on the back that summarises the changes and where they apply – including the old and new fee amount. Where the fee applies to you, you'll see the fee on your future bills from this date.

Reason for the changes

Our fees are changing to reflect the current cost of providing various services to our customers.

Some new fees will apply from 1 January 2021.

What's changing?

For standard retail contract customers

From 1 January 2021, we will be charging a card payment fee, payment processing fee and paper bill fee on all products except where customers are registered for life support, hardship or concession. Other exclusions may also apply. You'll find more in our FAQ at originenergy.com.au/feesandcharges.

In summary:

- We'll apply a card payment fee for payments made using a Visa or Mastercard (debit and credit card). In NSW, a 0.49% (incl GST) fee applies for payments made by Visa and Mastercard over the counter at Australia Post outlets.
- Origin's payment processing fee (which is the higher of \$2.70 (incl GST) or 0.49% (incl GST) of the total payment amount) will apply if you pay over the counter at an Australia Post outlet (excl NSW).
- A paper bill fee of \$1.75 (incl GST) may be charged (excl NSW). This fee does not apply to customers registered for a concession, life support or hardship.

Fee type	Applies to which state	Current fee (incl GST)	Fee as at 1 Jan 2021 (incl GST)
<p>Card payment fee</p> <p>Fees for payments made by Visa and Mastercard over the counter at Australia Post outlets.</p> <p>Fees may apply to the total amount (incl GST) for payments made by:</p> <ul style="list-style-type: none"> • Mastercard debit card • Mastercard credit card • Visa debit card • Visa credit card 	<p>NSW only</p> <p>All states</p>	<p>n/a</p> <p>n/a</p> <p>n/a</p> <p>n/a</p>	<p>0.49%</p> <p>0.20%</p> <p>0.73%</p> <p>0.25%</p> <p>0.59%</p>
<p>Payment processing fee</p> <p>May apply for over the counter payments made at an Australia Post outlet.</p>	All states (excl NSW)	n/a	The higher of \$2.70 or 0.49% of the total payment amount
<p>Paper bill fee</p> <p>May apply if you get your bills by post.</p>	All states (excl NSW)	n/a	\$1.75

What's a standard retail contract?

A standard retail contract is a regulated contract, where your prices are set at a standing offer rate which for NSW, QLD and SA customers matches the Default Market Offer pricing.

Is there any relief for customers during COVID-19?

Yes. We encourage any customer who is having trouble paying their bills as a result of the impacts of COVID-19 to contact us so we can help. There is a range of support available including payment extensions and tailored payment plans. You'll find more at originenergy.com.au/coronavirus.

Any questions or want to chat?

You'll find our Frequently Asked Questions at originenergy.com.au/feesandcharges.

You can chat live at originenergy.com.au/contactus (Monday to Saturday).

Or, give us a call on:

Residential: 13 24 61 (7am to 7pm weekdays)

Business: 1300 661 544 (8am to 6pm AEST weekdays)