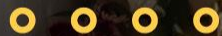


# Origin Energy Centralised Energy Services

For owners and residents in apartment blocks and buildings

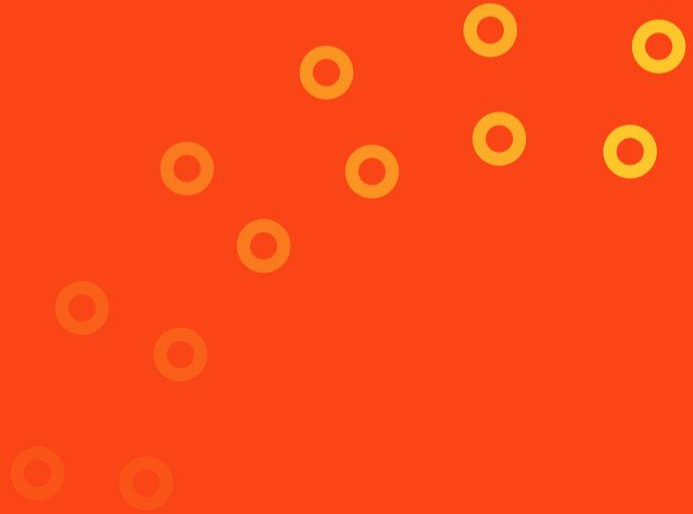


“Malo Broadbeach”

8 Jubilee Avenue Broadbeach QLD 4218



# Information for Owners, Residents and Tenants



# Origin Services at “Malo Broadbeach”

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

# Contents

- Owners corporation forms
- Owners Corporation & Residents forms
- Posters and print material
- Embedded electricity
- Origin services
- The Origin advantage
- Contact details



# Forms

For use by owners corporation, residents and tenants

- Electricity move in link
- Electricity move out link




# Electricity move in form

[Sign up online here](#)

ACT, NSW, QLD, SA & VIC **Moving In**

**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 competitive rates. 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/ea/getonline](http://originenergy.com.au/ea/getonline) or fill in the form below and email or fax it to us. For more information about centralised electricity, call us on 1800 684 999.

Some apartments may also have centralised hot water systems, air conditioning 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 684 999 - we're happy to help.

Meter no.   
(Optional)

Moves 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  QLD  Postcode

**4. Postal details**

(If same as supply address, write 'x' above - if rural, state rural)

Lot  Level  Unit no.

Street no.  Street

Suburb

State  QLD  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.


Continued on reverse >

Reference only, actual form emailed

# Electricity move out form

[Move out online here](#)

ACT, NSW, QLD, SA & VIC **Moving Out**



## 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/cecloseonline](http://originenergy.com.au/cecloseonline), or
- fill in the form below and email it to us at [eesales@originenergy.com.au](mailto:eesales@originenergy.com.au) or fax it to 03 9635 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 EasyPay 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 **Select** Postcode

Building name

### 3. Forwarding address or email

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

Lot  Level  Unit no.

Street no.  Street

Suburb

State **Select** 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](http://originenergy.com.au/pricing) for generally available plans.

For VIC and WA customers, Fast Shares containing all the key details about the offer are available upon request or at [originenergy.com.au/pricing](http://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 654 993 [originenergy.com.au/cecloseonline](http://originenergy.com.au/cecloseonline) [eesales@originenergy.com.au](mailto:eesales@originenergy.com.au)

Origin Energy Retail Limited ABN 22 074 666 433 • Origin Energy Retail Pty Limited ABN 11 098 079 283 • Origin Energy Electricity Limited ABN 25 071 052 287  
Origin Energy QLD Limited ABN 17 020 038 892 • Origin Energy QLD Pty Limited ABN 12 008 054 664 • Origin Energy SA Limited ABN 61 078 948 746 • 1122 Hummock Street, Adelaide SA 5000  
Telephone 13 24 62 • Fax/voice 800 357 461 • Web [www.originenergy.com.au/ceclose](http://www.originenergy.com.au/ceclose)

ISSUE: 04/2016

Reference only

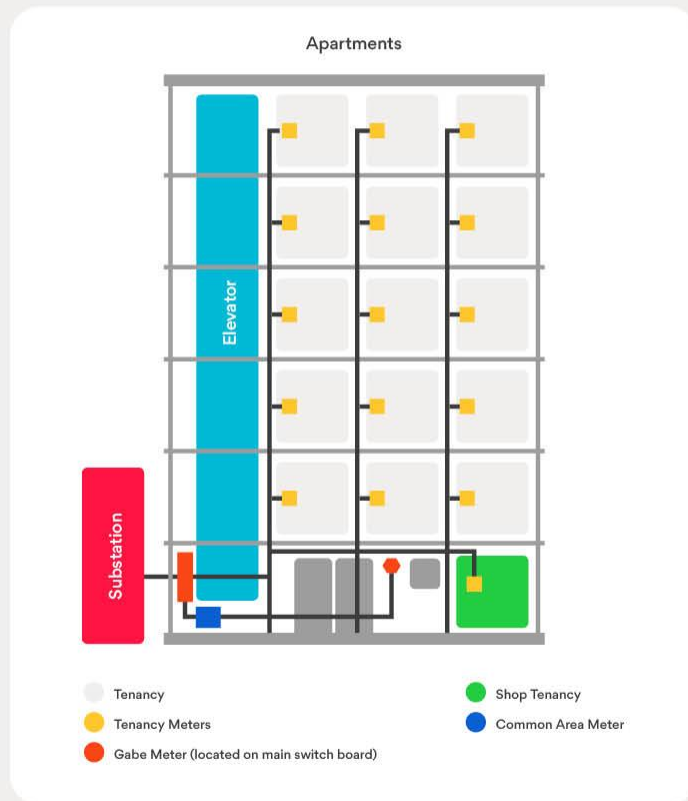
# Embedded Electricity

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.

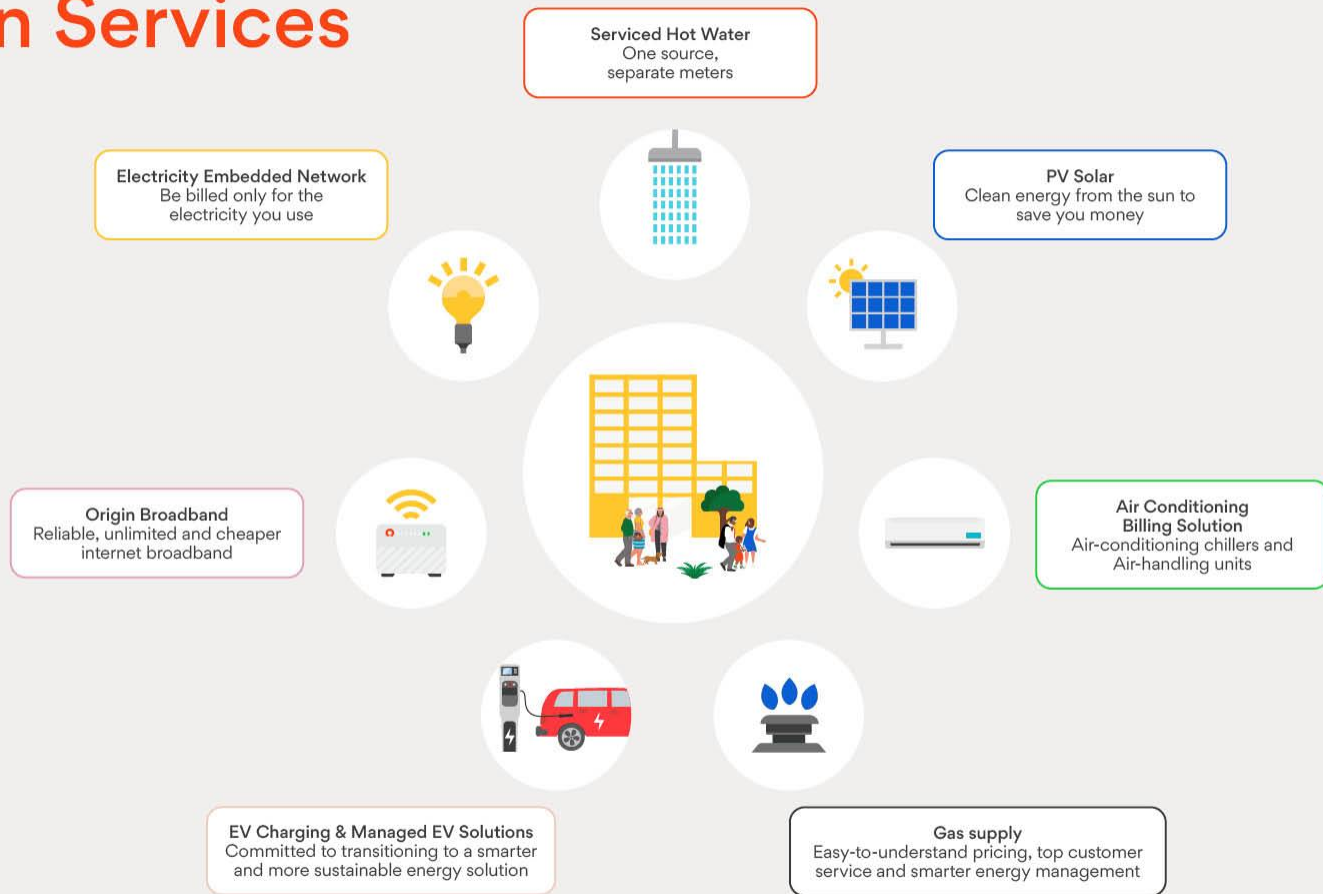
There are no minimum length contracts and prices are normally updated about once a year, with any concessions and rebates that are eligible factored into the regular bills. Each apartment or retail tenancy can check their account and monitor their usage online 24/7 using My Account or the Origin app.

If you have any questions about centralised electricity, there is a dedicated team available to assist **Monday-Friday, 8am – 6pm. Just give our specialised team a call on 1800 684 993.**



\* Subject to availability and site configuration.

# 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 250,000 High-Rise Customers

# For more information

## Talk to us

If you have a question about centralised electricity or hot water, just give our team a call:

**1800 684 993**

Monday – Friday

8am – 6pm

## Email us

[hello@originenergy.com.au](mailto:hello@originenergy.com.au)

## Or jump online at

[originenergy.com.au](https://www.originenergy.com.au)

