



Origin statement re. breach of Section 22A of the National Energy Retail Law (Queensland) Act 2014

7 June 2021

Fixing our mistake

Origin unfortunately made a billing error which impacted some of our standing offer customers in Queensland and resulted in them being overcharged a small amount – for the majority, this was less than \$2.

We apologise to our customers for any inconvenience caused.

We have already credited the amount owing to all of our impacted current customers and fixed the cause of the error.

We are also reaching out to a small number of former customers to arrange refunds, which average about \$2.23 per customer.

Information about this error

Between January and April of this year, three different fees (paper bill fees, credit card processing fees and payment processing fees) were incorrectly applied to Origin's standing offer customers in Queensland.

Information for current Origin customers

For current Origin customers, no action is required. If you are on a standing offer and were impacted, a credit was applied to your account in April.

Information for former Origin customers

For a small number of Queensland standing offer customers who left Origin between January and April this year, we are unable to process a credit on their account, so we are contacting them to arrange a refund.

If you have been impacted, you should receive a letter from us within the next two weeks with details about how to claim your refund.

If you are a Queensland customer on a standing offer who recently left Origin and think you may have been impacted but do not receive a letter from us, you can contact us via live chat at [originenergy.com.au/contactus](https://www.originenergy.com.au/contactus) (Monday to Saturday) or you can call us on 13 24 61 (7am to 7pm weekdays).

Any outstanding amounts unclaimed by 30 September 2023 will be transferred to the Public Trustee of Queensland.