

Origin Energy's response to comments in submission, received from Tim O'Grady, General Manager Government Engagement, Origin Energy

Customer A complained to Origin on behalf of her son with disabilities about high energy rates and high bills in late August 2022 and escalated the complaint to the office of the CEO on 2 September 2022. We ensured that Customer A was on the best available rates and communicated that to the customer. Customer A complained again about high energy rates and high bills through the Treasurer and Energy Minister's office in late September. In response to this escalated complaint Origin has offered the customer a meter test and energy audit to help ensure that the customer is using electricity as efficiently as they can.

The submission states that Customer A is on higher rates than the general community. Origin notes that Customer A is on the best available energy rate. Customer A, as part of an embedded network, is on a lower rate than the general community. Origin also notes that all customers in the building, including the 10 units owned by the Specialist Disability Accommodation provider are on energy rates that are lower than the general community.

Origin notes that the submission indicates that some of the other customers in Specialist Disability Accommodation in Customer A's apartment block are struggling to pay their electricity bills. Any customer who is experiencing difficulties paying their bill should contact Origin and we have range of assistance that we can provide including payment plans and protection from disconnection.