

# Origin Energy Customer Service Call Centre Service & Contact Details



To support the Procurement Australia Small Market energy contract, Origin Energy has established a call centre staffed by customer service consultants who are responsible for the management and completion of all Procurement Australia member enquiries and related energy requirements.

This call centre supports the following fuel types in the states listed below:

SMALL MARKET ELECTRICITY	Victoria, New South Wales & ACT, Queensland and South Australia
SMALL MARKET GAS	Victoria and New South Wales

All enquiries related to small market electricity and gas sites, in the states detailed above, should be referred to the Origin Energy Customer Service Call Centre:

**Via Phone to:**                   **1800 875 999**

**Via Email to:**                   **[procurementaustralia@originenergy.com.au](mailto:procurementaustralia@originenergy.com.au)**

The call centre is open between the hours of 8.30am to 5.30pm Monday to Friday.

## Escalation point – what are the next steps if my enquiry is not resolved?

- If the matter is not resolved or if Origin has not managed the enquiry/matter to expectation, the escalation process is to email to: [PAescalations@originenergy.com.au](mailto:PAescalations@originenergy.com.au)

If you have any enquiry or requirements in relation to Large Market Electricity or Gas under the Origin Energy contract in the above states, please contact Procurement Australia's Energy Consulting firm, Savvyplus Consulting via email to [chan.ear@savvyplus.com.au](mailto:chan.ear@savvyplus.com.au) who will assist you in the first instance.



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The following is a list of routine matters the call centre can assist with:

- I need a copy of my energy bill
- I need to establish consolidated billing
- I would like to request some data
- I need to change my postal or contact details
- I would like to add an existing small energy usage site to current small market contract with Origin (depending on availability of roll-in capacity under the PA portfolio)
- I would like to remove an existing small site premise from my current contract with Origin – also known as “roll-out”
- What are the rates I am currently being billed

The following is a list of the more complex matters the call centre will assist with and manage:

- I am moving to a new premises and I need to connect the power – also known as a “Roll-in”
- I am moving out of my current premises and I need to disconnect power
- I need to discuss a brand new connection for gas and electricity
- I would like to discuss changing of a network tariff or demand reset (for my small site)

