

ORIGIN DEBT WAIVER PROGRAM GUIDELINES

What is The Queen's Fund Energy Debt Waiver program?

Origin is providing The Queen's Fund assistance to women in need through waivers towards their energy debt. The program is aimed at supporting women who are experiencing financial crisis and are unable to pay their energy debt and allows for customers with active Origin energy accounts to be engaged and supported through the hardship program if needed.

How is an application assessed?

Approval of all applications for an Origin Energy Debt Waiver is at the discretion of The Queen's Fund.

Is my client eligible for an energy debt waiver?

Community agencies are asked to assess the customers circumstances based on:

- the assessment criteria set by The Queen's Fund as stated on their website
- the debt must be with Origin; and
- the customer has no ability to repay the energy debt on their own.

If the energy debt is not with one of the participating energy retailers, applications should be made in line with The Queen's Fund's standard application for funds process.

How do I apply to The Queen's Fund for an Energy Debt Waiver?

Applications should be made through The Queen's Fund using the online application form. "Utilities" should be selected from the dropdown menu in the "Relief Requested" section.

A copy of the **Origin Energy Debt Waiver Program Customer Authorisation & Application form** should also be uploaded with the online application form.

Applications that don't have the **Origin Energy Debt Waiver Program Customer Authorisation & Application form** cannot be assessed through the Energy Debt Waiver program.

What information will be provided to the energy retailer?

The Energy Debt Waiver Program Customer Authorisation & Application form will be provided to the energy retailer to allow for the debt waiver to be processed and contact to be made with the customer if the account is still open. All information provided will be treated in accordance with each energy retailer's privacy policy.

Is there a limit on the amount of assistance that can be provided?

The Origin Energy Debt Waiver sits outside of the standard funds available to women through The Queen's Fund. It is at The Queen's Fund discretion to determine the amount provided for each application. Applications should include a requested amount, this does not mean this is the amount that will be approved.

The energy bill is not in the applicant's name, is that a problem?

The Origin Energy Debt Waiver can only be provided to the customer whose name appears on the energy bill.



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Will the Origin contact my client?

Origin will only attempt to contact the client if the Energy Debt Waiver relates to an active account. Origin will engage with the client to see what further support can be provided through their hardship program.

What if my client has been disconnected, or is at risk of disconnection?

If your client's energy supply has been disconnected, or is at risk of being disconnected due to the overdue balance, you should call the appropriate hardship team immediately to discuss the account and what support can be provided. An Energy Debt Waiver can also be submitted if this is still required.

Energy Retailer	Hardship Program	Hardship Phone Number
Origin Energy	Power On	1800 626 320

What to look for on the Origin energy bill?

You will need to view the customer's current energy bill so that their account number, energy type (electricity or gas) and outstanding balance can be noted on the application form.

When will I know if my client has been successful in getting an Energy Debt Waiver?

Once the application has been assessed by The Queen's Fund, you will receive notification from them whether the application was successful. If the application was successful, they will advise you of the value of the debt waiver.

Origin may also send a confirmation communication to the client to advise of the new account balance.

