

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 01-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 13/02/2019 1:00:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 02-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 18/02/2019 10:45:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 03-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 04/04/2019 9:29:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 04-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 12/03/2019 1:13:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 05-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 20/06/2019 1:16:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 06-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 22/07/2019 11:18:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 07-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 14/08/2019 11:18:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 08-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 20/08/2019 10:28:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 09-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 25/02/2019 1:30:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 10-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 13/06/2019 10:30:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 11-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 14/02/2019 10:32:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 12-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 12/02/2019 8:05:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 13-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] ) was disconnected at 12/02/2019 12:15:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 14-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 13/02/2019 11:50:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 15-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 25/02/2019 12:40:00 PM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 16-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 25/02/2019 8:35:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 17-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

17-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 23/04/2019 10:25:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

### Wrongful disconnection penalty notice number: WDPN(G) 18/2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

18/2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 14/02/2019; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy (Vic) Pty Ltd  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 19-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy (Vic) Pty Ltd (ACN 086 013 283) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy (Vic) Pty Ltd holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 28/01/2020 11:11:20 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Retail Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 20-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Retail Limited (ACN 078 868 425) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

20-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Retail Limited holds a gas retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 18/03/2019 10:30:00 AM; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Retail Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 21-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Retail Limited (ACN 078 868 425) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

21-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

Origin Energy Retail Limited holds a gas retail licence issued by the commission.

2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:

- (a) The supply of gas to the premises of a customer at [REDACTED] was disconnected at 04/04/2019 10:00:00 AM; and
- (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
- (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code

3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:

- (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] for not paying a bill; and
- (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
- (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.

4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Retail Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(G) 22-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Retail Limited (ACN 078 868 425) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of gas to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of gas to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

22-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

Origin Energy Retail Limited holds a gas retail licence issued by the commission.

2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:

- (a) The supply of gas to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 29/05/2019 10:00:00 AM; and
- (b) Origin arranged for the supply of gas to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of gas; and
- (c) Origin's conduct constitutes a contravention of clause 15 of its energy licence that requires compliance with the Energy Retail Code

3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:

- (a) arranging for the disconnection of the gas to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
- (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
- (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.

4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 23-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
████████████████████	████████████████████

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 18/02/2019 9:11:23 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 24-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 18/02/2019 10:07:41 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 25-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 26/02/2019 10:07:33 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 26-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 25/02/2019 9:04:41 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 27-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

27-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 5/03/2019 11:07:27 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 28-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

28-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 4/03/2019 10:21:19 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 29-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

29-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 4/03/2019 11:39:22 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 30-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

30-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 5/03/2019 9:09:05 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 31-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
██████████	██████████ 31-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 4/03/2019 10:19:50 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 32-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

32-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 5/03/2019 10:13:26 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 33-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

33-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 13/02/2019 10:07:10 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 34-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

34-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 5/03/2019 9:09:05 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 35-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

35-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 5/03/2019 10:13:49 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 36-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

36-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 6/03/2019 9:02:55 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 37-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

37-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 12/03/2019 10:07:39 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 38-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

38-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12/03/2019 10:07:39 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 39-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 13/03/2019 10:06:04 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 40-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 14/03/2019 9:02:08 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 41-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

41-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 14/03/2019 10:11:40 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 42-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 18/03/2019 12:35:54 PM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 43-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

43-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 19/03/2019 10:02:54 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 44-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

44-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 19/03/2019 10:02:25 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 45-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

45-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 20/03/2019 11:35:06 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 46-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

46-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 20/03/2019 10:11:40 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 47-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

47-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 25/03/2019 9:02:24 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 48-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

48-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 25/03/2019 9:13:25 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 49-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 26/03/2019 10:09:53 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 50-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

50-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 26/03/2019 10:09:11 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 51-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 26/03/2019 9:04:27 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 52-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 27/03/2019 10:10:48 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 53-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

53-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 02/04/2019 9:03:39 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 54-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

██████████	██
██████████	██████████
████████████████████	██████████
████████████████████	██
██████████	██
██████████	██████████ 54-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 08/04/2019 10:04:08 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 55-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

55-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 09/04/2019 10:07:20 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 56-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

56-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 10/04/2019 10:09:04 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 57-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 11/04/2019 10:07:19 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 58-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

58-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 15/04/2019 10:07:22 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 59-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 16/04/2019 10:12:02 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 60-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

60-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 17/04/2019 9:05:01 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 61-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 17/04/2019 9:05:01 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 62-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

62-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 23/04/2019 10:06:47 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 63-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

63-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 23/04/2019 10:02:15 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 64-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

64-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 30/04/2019 10:07:28 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 65-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

65-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 30/04/2019 11:33:23 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 66-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

66-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 01/05/2019 10:17:17 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 67-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

67-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 06/05/2019 10:16:11 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 68-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

68-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 08/05/2019 10:06:56 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 69-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

69-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 13/05/2019 10:16:00 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 70-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

70-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 14/05/2019 10:08:03 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 71-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 16/05/2019 10:03:19 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 72-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

72-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 16/05/2019 10:03:10 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 73-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 16/05/2019 10:08:06 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 74-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 20/05/2019 10:02:43 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 75-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 20/05/2019 10:14:11 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 76-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 29/05/2019 9:04:21 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 77-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 05/06/2019 10:07:13 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 78-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

78-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 05/06/2019 10:02:00 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 79-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 06/06/2019 10:05:10 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 80-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

80-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Suresh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 22/05/2019 10:09:50 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 81-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 11/06/2019 10:13:19 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 82-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

82-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12/06/2019 10:07:38 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 83-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

83-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission



## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 12/06/2019 10:08:57 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 84-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

84-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 17/06/2019 10:07:30 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 85-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

85-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 06/02/2020 9:01:55 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 86-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.



7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 10/02/2020 10:17:48 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 87-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

87-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.



.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 30/01/2020 10:05:59 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 88-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

88-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

### What can Origin do in response to this wrongful disconnection penalty notice?

9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] was disconnected at 5/02/2020 10:07:55 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.



## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 89-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

89-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
Sitesh Bhojani  
Commissioner  
Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] disconnected at 3/02/2020 10:12:13 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.

## Wrongful disconnection penalty notice

### Essential Services Commission Act 2001, section 54H

To: Origin Energy Electricity Limited  
'Tower 1'  
Level 32  
100 Barangaroo Avenue  
BARANGAROO NSW 2000

#### Wrongful disconnection penalty notice number: WDPN(E) 90-2021

1. This notice is dated 13 July 2021.
2. The Essential Services Commission alleges that Origin Energy Electricity Limited (ACN 071 052 287) (**Origin**) has engaged in conduct that constitutes a wrongful disconnection contravention within the meaning of section 54E of the Essential Services Commission Act 2001 (**the Act**).
3. On 7 July 2021, the commission formed a reason to believe that:
  - (a) the supply of electricity to the premises of a customer was disconnected; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises and did not comply with a requirement of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of a condition of its energy licence that requires compliance with the Energy Retail Code (**wrongful disconnection contravention**).
4. The nature, and a brief description of the alleged wrongful disconnection contravention are detailed in Schedule 1 to this wrongful disconnection penalty notice.
5. The amount of the wrongful disconnection penalty is \$5,000 as provided by section 54I of the Act.

#### How to pay the wrongful disconnection penalty

6. The \$5,000 wrongful disconnection penalty is payable by 17 August 2021.

7. Origin may pay the wrongful disconnection penalty by electronic funds transfer to the following account:

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

90-2021

8. Please allow at least two business days for payment to be received and notify the commission once payment has been made.

**What can Origin do in response to this wrongful disconnection penalty notice?**

- 9. Origin can choose whether or not to pay this wrongful disconnection penalty notice.
- 10. If Origin pays the amount of the wrongful disconnection penalty before the end of the time specified in this wrongful disconnection penalty notice, the commission will not take relevant enforcement action in relation to the alleged wrongful disconnection contravention unless the wrongful disconnection penalty notice is withdrawn before the end of that time in accordance with section 54N of the Act.
- 11. Origin is entitled to disregard this wrongful disconnection penalty notice and to defend any proceedings relating to the alleged wrongful disconnection contravention.
- 12. If Origin chooses not to pay this wrongful disconnection penalty, the commission may apply to the Supreme Court of Victoria for an order under section 54S of the Act.

.....  
 Sitesh Bhojani  
 Commissioner  
 Essential Services Commission

## Schedule 1 – Details of the conduct and alleged wrongful disconnection contravention

1. Origin Energy Electricity Limited holds an electricity retail licence issued by the commission.
2. In accordance with section 54H(1) of the Act, the commission has reason to believe that:
  - (a) The supply of electricity to the premises of a customer at [REDACTED] [REDACTED] was disconnected at 06/05/2019 10:08:43 AM; and
  - (b) Origin arranged for the supply of electricity to be disconnected from the customer's premises at [REDACTED] and Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code relating to disconnecting a customer's supply of electricity; and
  - (c) Origin's conduct constitutes a contravention of clause 14 of its energy licence that requires compliance with the Energy Retail Code
3. Origin did not comply with clause 111A(1)(a)(iv) of the Energy Retail Code by:
  - (a) arranging for the disconnection of the electricity to the customer's premises at [REDACTED] [REDACTED] for not paying a bill; and
  - (b) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to use its best endeavours to contact the customer in relation to the matter; and
  - (c) after issuing a disconnection warning notice, but prior to arranging for the de-energisation of the premises, failed to provide the customer with clear and unambiguous information about the assistance available under Part 3 of the Energy Retail Code.
4. Section 54I of the Act prescribes the wrongful disconnection penalty amount is \$5,000.