

# MANAGING THE ORIGIN HOT WATER SERVICES AND ACCOUNTS IN YOUR BUILDING



**Keep this sheet handy – it'll help you advise your residents and tenants on how to open and close hot water accounts when they move in and out, and let you know who to contact if things go wrong.**

Origin supplies hot water to your building through a centralised hot water system. And each property has its own hot water meter, so residents and tenants are only charged for their property's use.

Because of this, residents and tenants need to apply for a hot water account when they move in, and must close their account and pay their final bill when they move out. **If they don't open an account when they move in, their hot water will be disconnected.**

## THREE WAYS YOUR RESIDENTS AND TENANTS CAN OPEN OR CLOSE A HOT WATER ACCOUNT

### If they're moving in

1. They can apply online by filling in the form at **[originenergy.com.au/bhwopenonline](https://originenergy.com.au/bhwopenonline)**

After they've signed up, we'll send out their hot water agreement and account details.

2. They can download and complete the Move In form at **[originenergy.com.au/bhwopen](https://originenergy.com.au/bhwopen)**

They then need to email it to us at **[bhwmove@originenergy.com.au](mailto:bhwmove@originenergy.com.au)** or fax it through to 03 8635 3012.

3. They can apply over the phone on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays).

### If they're moving out

They can close their account online at **[originenergy.com.au/bhwclosonline](https://originenergy.com.au/bhwclosonline)**

They'll be asked to leave forwarding contact details, so we can send their final bill.

They can download and complete a Move Out form at **[originenergy.com.au/bhwclosonline](https://originenergy.com.au/bhwclosonline)**

They then need to email it to us at **[bhwmove@originenergy.com.au](mailto:bhwmove@originenergy.com.au)** or fax it through to 03 8635 3012.

They can close an account by phone on **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays).

## CONTACT INFORMATION FOR YOUR BUILDING'S RESIDENTS AND TENANTS

### Residents:

#### Customer service

- **1800 684 993** (7 am to 9 pm weekdays, and 9 am to 5 pm on Saturdays)
- **[enquiry@originenergy.com.au](mailto:enquiry@originenergy.com.au)**
- **[originenergy.com.au/contact](https://originenergy.com.au/contact)**

#### Customer sales

- Energy offers **13 24 61** (electricity and natural gas only)

### Business customers:

Including businesses with a single or many meters, body corporate organisations and owners' corporations:

- **1300 661 544** (8 am to 6 pm AEST weekdays)
- **[businesscentre@originenergy.com.au](mailto:businesscentre@originenergy.com.au)**

#### Business customers with collective accounts:

Including businesses that receive accounts for many apartments all in the one bill:

- **[customerbilling@originenergy.com.au](mailto:customerbilling@originenergy.com.au)**

## CONTACT INFORMATION FOR YOUR BUILDING REPRESENTATIVES

**You can email us at [hotwatermanagement@originenergy.com.au](mailto:hotwatermanagement@originenergy.com.au).** This email address is specifically for you as a building manager, body corporate representative, or owners' corporation representative – so please don't give it out to residents and tenants. The numbers listed above are for them.

**You can also call us on 1800 002 438 if you've got a problem** with an Origin-owned hot water plant, or to report leaking or damaged hot water meters.