

*Given the usefulness of Origin Energy’s evidence in illustrating the impact of the cost of living crisis on Australians, I would like to offer you the opportunity to provide a supplementary submission or further written evidence to include any contemporary data and facts that you believe may assist the committee in preparing its final report. In particular, any information or data relating to customer hardship rates, particularly with regard to the last 24 months in comparison to the long-term trend, may be useful.*

**Origin's response**

**Customers on Origin’s hardship programs**

	June 24	June 23	June 22
Customer Nos	98,000	71,000	58,000
% change	+38%	+22%	

Please note that due to methodology changes, data prior to FY22 is not comparable to current data. However, prior to COVID in FY19 and FY18 reported hardship numbers were circa 44,000, indicating a significant increase in recent years. Also note that Origin provided \$90 million in total in financial support to customers in hardship over the past three financial years and we expect to contribute \$50 million in support in FY25.



**Tim O’Grady**

General Manager Government Engagement

**Origin**

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[originenergy.com.au](http://originenergy.com.au)

*I acknowledge the Traditional Owners and Custodians of country throughout Australia and recognise their continuing connection to land, waters and community. I pay my respects to them and their cultures, and to Elders past, present and future.*