

28 February 2023



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Down To Earth Cooperative Ltd
PO Box 295
BRUNSWICK EAST VIC 3057

Supply address: SHEARING SHED WOOROOMA DENILQUIN RD MOULAMEIN NSW 2733

We left out information about changing your communication preferences

Hello,

When we wrote to you to keep you in the loop about some changes we've made, we left out some important information about your communication preferences by mistake.

We're sorry about this and have included the details below.

We've switched you to post

We've simplified how we get in touch with you by offering either email or postal communication preferences for your energy bills and other important information, rather than a mixture of both.

Until you let us know how you'd prefer to hear from us, **we'll continue to get in touch with you by post because we need your permission to switch you to email.**

For every bill we send by post, a paper bill fee may apply. But don't worry - if you've been charged any paper bill fees since we made this change, we've reversed them. We'll also waive these fees for the next six months from now to give you time to update your preferences.

Want us to resend something by email?

We may have already sent you some important information about your account by post, for example notification about prices or feed in tariffs changing. If you'd like us to resend anything by email instead, just let us know using the details below.

Go paperless today

We'd love for you to switch to email as not only does it save you money (and some trees), it's also fast and convenient. Head to **origin.com.au/myaccount** or the Origin app to make the change.

Need to get in touch?

Send us an email at **hello@origin.com.au** or give us a call on 1300 832 854.

We're here to help,

The Origin Team