

4 February 2021



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9218-974430-001218

DOWN TO EARTH COOPERATIVE LTD  
PO BOX 295  
BRUNSWICK EAST VIC 3057

**Account number:** 200017877156  
**Supply address:** WOOROOMA DENILQUIN RD MOULAMEIN NSW 2733  
**NMI:** 45080711881

Hello,

## We still haven't been able to read your meter

The meter reader hasn't been able to get to your electricity meter – which means we're still estimating your bill. Most recently they've let us know that this is because there's something blocking safe access to the meter or your property.

### You need to allow clear and safe access to your meter

If you're having trouble arranging this, let us know the problem and we'll do what we can to help. For example, you can request a special meter read on a day that suits you (a fee may apply).

If you can't arrange access, you may be eligible to submit a 'self-meter read' at [originenergy.com.au/self-meter-read](https://originenergy.com.au/self-meter-read) to issue an amended bill. We'll run some checks and send you an updated bill if your self-meter read is accepted.

Your next scheduled meter reading is due 28 April 2021 (but it might be up to 2 business days either side) so please make sure you provide access so we can bill you accurately.

### Got a question?

- Jump online at [originenergy.com.au/help](https://originenergy.com.au/help) or launch our app for 24/7 support.
- Chat live with our team at [originenergy.com.au/contactus](https://originenergy.com.au/contactus) (we're available Monday to Saturday).
- Give our Business Centre a call on 1300 661 544 (8 am to 6 pm AEST weekdays).

We're here to help.

Jonathan Briskin  
General Manager, Retail



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