



Frank Normoyle &lt;franknormoyle55@gmail.com&gt;

**Fwd: We're sorry we didn't give you the right information**

2 messages

**Frank @ J & J Towing** <frank@jandjtowing.com.au>  
To: Frank Normoyle <franknormoyle55@gmail.com>

21 November 2022 at 10:08

Sent from my iPhone

Begin forwarded message:

**From:** Origin Energy <hello@origin.com.au>  
**Date:** 11 November 2022 at 3:37:54 pm AEDT  
**To:** "Frank @ J & J Towing" <frank@jandjtowing.com.au>  
**Subject:** We're sorry we didn't give you the right information  
**Reply-To:** hello@origin.com.au

## If you received an estimated bill



Account number      A-B7196FD0  
Supply address      FY 1 33 SHEPHERD ST LIVERPOOL NSW 2170

*PH 21/11/2022 NEW OWNERS  
CANCELLED AS FROM 27/09/2022*

Hi there,

We've identified that between 1 February 2019 and 27 August 2020 there were times when we may have sent you an estimated bill.

If you received one in that period, it may have been missing the information that tells you how to submit a self-read or ask for an adjusted bill if you needed one. We're sorry about that!

**What do you need to do?**

Don't worry – you don't need to do anything, but we have an obligation to let you know about what happened.



If you receive an estimated bill in the future, you'll find information about how to submit a self-meter read on page 2 of your bill.

You can also learn more at [origin.com.au/meterread](https://origin.com.au/meterread), including how to submit your own reading via My Account or the Origin app.

**Any questions?**

Just reply to this email - we're here to help.

We're here to help,  
**The Origin Team**

 My Account Origin Energy App**good energy****Important information**

To find out more about how Origin collects, uses, holds and discloses your personal and credit information see our privacy statements at [originenergy.com.au/privacy](https://originenergy.com.au/privacy).

Origin Energy Retail Limited ABN 22 078 868 425 | Origin Energy (Vic) Pty Limited ABN 11 086 013 283 | Origin Energy Electricity Limited ABN 33 071 052 287 | Origin Energy LPG Limited ABN 77 000 508 369 | OC Energy Pty Ltd ABN 62 144 655 514 | Sun Retail Pty Limited ABN 97 078 848 549 | 100 Waymouth Street, Adelaide SA 5000 | Telephone 1300 832 854 | Facsimile 1800 132 463 | Web enquiries [originenergy.com.au/contactus](https://originenergy.com.au/contactus)

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**Frank Normoyle** <[franknormoyle55@gmail.com](mailto:franknormoyle55@gmail.com)>  
Draft

21 November 2022 at 10:09

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