

[REDACTED]

From: Andrew Strachan [REDACTED]
Sent: Tuesday, 22 August 2017 2:57 PM
To: Retail Electricity Inquiry
Subject: TRIM: deliberately confusing discounts

[REDACTED]

Hi,

Electricity retailers are deliberately making the true kWh cost of power confusing with multiple % discounts, off different parts of the bill. (Some usage, some usage and supply charge) I can't for the life of me work out with some of them if the discount is pre or post GST.

My suggestion is to force the publishing of the actual kWh including all discounts, including discounts for on time payment. Then one could easily compare.

www.energymadeeasy.gov.au is a good start, but the rates that it shows are then subject to the myriad of discounts!

It is impossible to easily compare plans right now. It was actually a lot easier when NSW IPART set a regulated rate, then all you needed to know was the discount from the IPART rate.

Also as a side note, it would be very helpful to have shown on each bill how long your contract has to run if you are under contract, and if you are under any ongoing contract at all.

Faithfully,
Andrew Strachan

[REDACTED]

[REDACTED]