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From: Arie de Gruiter [REDACTED]
Sent: Thursday, 1 June 2017 11:03 AM
To: Retail Electricity Inquiry
Subject: TRIM: Your inquiry into retail electricity supply and prices in Queensland, NSW, Victoria, South Australia, Tasmania, and the ACT

HP TRIM Record Number: D17/78272

Some answers to what your interested in.

We're particularly interested in feedback on:

- difficulties in comparing retail electricity offers (This has become a joke, as most do not support Solar buy back in their comparison's)
- the structure and content of retail electricity bills (The structure and content of bills vary tremendously to confuse the user)
- the importance of price and other contract terms (Misleading and not able to provide full details due to most suppliers using off shore telephonists who know absolutely nothing about what they are talking)
- understanding of time-limited discount offers (These are generally fairly straightthforward, but the suppliers needs to confirm these in writing and seldom provide a clear picture)
- why businesses have switched electricity providers, the reasons for switching if they have or if they have not switched why this is so (Too cumbersome and lake of truth from suppliers)
- any misleading or deceptive conduct or other unfair trading practices that occur in the retail electricity markets (lack of satisfaction when changing from one supplier to another and in some cases the new supplier cannot read the meter if the supply has solar panels and the new supplier generally requires the meter to be changed but often finds that when they do, the new suppliers meter won't fit in where the previous meter is and therefore requires the owner of the property to go to the expense of enlisting an electrician at his own cost of up to \$1,000 at which time the owner of the property (case in hand) will return to the previous suppler because their meter is the correct meter, applies rebates for Solar panels and overcomes any extra epenses)
- awareness and use of electricity price comparison tools. (Most of these tools are a sham and do not provide sufficient reasons to change suppliers)

Hope the above helps wit some of your enquiries,

Kind regards,

Arie de Gruiter

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