

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 31 May 2017 2:34 PM
To: Retail Electricity Inquiry
Subject: TRIM: Submission re: retail electricity supply and prices

[REDACTED]

Feedback on:

"why businesses have switched electricity providers, the reasons for switching if they have or if they have not switched why this is so any misleading or deceptive conduct or other unfair trading practices that occur in the retail electricity markets"

When the government rebate for solar electricity supply to the Grid ended in December 2016 we contacted our electricity supplier and asked if they would install a smart meter.

We were told "Yes".

In February we contacted this supplier and asked when the smart meter would be installed and were then told that we were not entitled to a smart meter. We emphasized that the company made a commitment and that we could have gone to another supplier if we had known. The representative apologized but said they could do nothing about it. After stating that we would contact the relevant authorities the supplier then conceded to a \$ 500 compensation for misleading information.

In April we had a seemingly good offer from another supplier [REDACTED] whose representative told us that they would install a smart meter if we changed over to them. We then accepted their offer and they were going to contact [REDACTED] that we changed over. Three weeks later when I contacted [REDACTED] I was told that that they had not forwarded that transfer request and we had to fill in another application AND the promised smart meter would be installed only in "Another few months".

Seems to me that both companies give deliberate false statements and promises and their representatives are incompetent.

Herbert Mayer - Chalet Swisse Spa Pty Ltd