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**From:** Chris Bigham [REDACTED]  
**Sent:** Friday, 2 June 2017 6:55 AM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: Determined Ombudsman outcome still not enough

**HP TRIM Record Number:** D1778279

Good Morning.

I am not sure if this is relevant to your enquiry however though I would make contact and let you decide. I made a rational decision in 2012 to buy and install a solar system with an agreed feed-in tariff of 72c per kw/hr. On purchasing and installing the system, I was advised by [REDACTED] that I couldn't maintain my climate saver meter.

Short story, after a lot of discussion and contact with the ombudsman, a determined outcome was that I could keep meter and maintain feed-in tariff of 28c per kw/hr. In Dec 2016 I was advised that program was finishing and I had to go on contract thus feed-in dropped to 10c and the contract was for 12 months. Now 4 months later and I am now advised contract is changing.

As far as I'm concerned contract is not worth anything as company continues to do what they want irrespective of outcome from ombudsman.

Make contact with me if you think this is relevant.

Regards

Chris Bigham.

[REDACTED]  
[REDACTED]