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**From:** Denise Burke [REDACTED]  
**Sent:** Monday, 5 June 2017 1:48 PM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: Electricity Prices

**HP TRIM Record Number:** D1778290

As an aged pensioner, I find electricity to be the biggest worry I have. Electricity for aged pensioners should be a fixed rate. I have the ability to shop around and find the best provider, but I have to do it every six months. There are many aged pensioners who do not have a computer, the skill or knowledge to do this and so pay premium prices. Many aged pensioners still pay their bills in cash and so are penalised for doing this - no on line on time discounts!! I have solar panels, Peak period it costs 44c+ per kw for power, shoulder 24c+ per kw, yet I get 6c per kw for every kw I feed into the grid. Tell me that is fair!! I am currently feeding 16kw per day into the grid. That is in excess of what I use. My average useage is 8kw per day. Yet I still receive a debit account!! At night, I should be able to draw back what I have put into the grid during the day free of charge. There is very little benefit for those who have gone solar. Battery back up is expensive and unreliable. Considering the number of Australian homes that now have solar - energy companies are making huge profits from solar. Prior to installing solar my electricity bill had more than tripled in the past 10 yrs. For 6 of those yrs I was still working and thus not in the home for 12hrs per day. I live alone. If electricity providers can offer the supposed discounts of up to 23% if you pay on line and on time - they can reduce the cost per kw of electricity so that users can actually pay their bills. Peak period of 44C+ per kw depending on the provider is excessive. Provide retail users with information in a format that people can understand just how they can use electricity effectively. There is little consumer information available other than the wattage of appliances purchased. What is cost effective - boiling water in the microwave, in the jug or on the stove??

Denise Burke