

[REDACTED]

From: [REDACTED]
Sent: Monday, 31 July 2017 6:12 PM
To: Retail Electricity Inquiry
Subject: Electricity pricing

I am a sole women on the disability pension.

I enquired with [REDACTED] for a quote for a 12 month agreement for the supply of my electricity. The sales person on the phone made it sound too good to be true. I could use as much electricity as I want for \$54.56 per fortnight. I received the terms and conditions on 30th may. 2017. The conditions were as I thought. I am only allowed to use 2237kilo hours of power for 12 months. This didn't include my hot water service.

The payments have to be by direct debit or unable to join. If I use the allotted amount of power they will change the direct debit to cover the difference with out notifying me first.

So I canceled it. I now pay 38.7 for peak power and 33.7 for off peak.

I'm finding it very hard as I use the same as a couple but I only get half the rebate. I'm hoping to get off the grid asap as the price increases are too much for me.

I've had to cut back on everything even more as something has to give. Such as heating and food.

The cost of everything as also increased due to the price of power supply.

Yours sincerely,

Donna Rowe Burra
[REDACTED]