

[REDACTED]

From: Eric Mills [REDACTED]
Sent: Thursday, 10 August 2017 10:38 AM
To: Retail Electricity Inquiry
Subject: TRIM: Discount 10% removed without notice between Sept 2015 and June 2016.

HP TRIM Record Number: D17/112053

Dear Commission

I am an [REDACTED] customer [REDACTED] who had a contracted discount of 10 % removed with out notice. The action went unnoticed for three quarterly accounts due in part to rising price of electricity. The fact was never made known to me that the onus to maintain said discount is the customers responsibility, who would not want such a discount to continue.

On a prior occasion the retailer [REDACTED] did send notification of a pending discount reduction, down to 4%, when all round me people were receiving increased discount offers.

A telephone call to [REDACTED] promptly reverted the reduction notice and achieved an increased discount plus a verbal statement that the letter was not intended for me. Strange statement from [REDACTED], my name and address was all over the envelope and letter.

The solar system we installed to reduce quarterly charges has now disappeared as the solar input on average is worth \$130.00 per quarter and is being swallowed up in additional fees for the service cable, solar meter charge and offpeak meterage. The so called service cable from street to home has been in place since we built 40 years ago and currently adds \$457/annum to electricity cost, a very expensive copper wire.

If I can be of further assistance please do not hesitate to contact me by phone or email.

Yours sincerely,
Eric E. Mills

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]