

[REDACTED]

From: Filomena Pensabene [REDACTED]
Sent: Wednesday, 16 August 2017 1:25 PM
To: Retail Electricity Inquiry
Cc: [REDACTED]
Subject: TRIM: Re: Electricity Charges and Additional Costs [SEC=UNCLASSIFIED]
Attachments: [REDACTED] Leaflet price changes 1 July 2017.pdf

[REDACTED]

Good Afternoon Rebecca,

Thank you for your response and acknowledgment of my feedback to the ACCC's Inquiry into retail electricity (the Inquiry).

Please find attached further information relating to my feedback, where [REDACTED] charges for Paper Account/Tax Invoices and for the payment of the said Paper Account/Tax Invoice in person at a Post Office. The GST implications on these additional charges to the Electricity are noted in my original correspondence.

However, further to my original information, I would ask that you review the [REDACTED] leaflet that was included in our latest electricity bill/account/Tax Invoice. It is clear in the point reference *under the heading`:*

"Why are the rates changing?"

Energy rates are made up of a range of components. We review and change our rates against these. There are four main costs that generally influence rate changes, these include:

** Retail Costs*

charged by us for servicing and billing your account.

In this matter the Company, [REDACTED], has detailed that it is a component of their rates for electricity charges.

Therefore, it is clear that the additional charges for the Paper/Account Tax Invoices and the charge for the payment in person at a Post Office are a **'double dip'** by the energy company, [REDACTED], as they have confirmed that these charges are a main component in their rate structure for their energy rate charges.

Also, as previously advised in my original correspondence, I believe the additional charges contravene the GST Act of 1999, where the additional charges are not a service or supply by the energy company, as the Company/Service Provider is obligated to supply a Tax Invoice, in either printed (paper) or electronic format.

This is not fair on the consumers who receive the Paper/Account Tax Invoices, where they have been charged these additional costs.

There has to be justice for the consumers.

I trust this will further assist you in your inquiry.

Yours sincerely

Filomena Pensabene

[REDACTED]
[REDACTED]
[REDACTED]