

[REDACTED]

From: Glenny Palmer [REDACTED]
Sent: Wednesday, 7 June 2017 3:25 PM
To: Retail Electricity Inquiry
Subject: TRIM: ENERGY CHARGES SUBMISSION
Attachments: Ergon 001.jpg; Ergon 2.jpg

HP TRIM Record Number: D17/78296

Dear Sir/Madam,

I wish to submit the following to the ACCC's review.

I am a single Aged Pensioner (with my hot water system turned off for most of the time.)

Attached you will see 2 [REDACTED] accounts which show a "Service Fee" on each. WHAT is this 'Service Fee' for?? and WHY has it been allowed to rise to comprise one third of my total account? **From** just (\$17.56 +\$8.64) total = **\$26.20... to... \$92.62**. Going back a little more in time this "Service Fee" was as little as \$8!

The suppliers have obviously increased the fee to this outlandish amount... because they **can!** inflict this upon struggling consumers. With the thousands of energy consumers on their books all paying *a third* of their energy bills to "Service" the company's equipment, this is a very nice, albeit obscene earner for them. WHY is this sanctioned by our "Government?" When I was in business servicing my equipment was *my* responsibility.

I would greatly appreciate your including my objection in your review...and...actually doing something constructive to reign in this *blatant profiteering*.

My Regards,

Glenese Palmer [REDACTED]