

[REDACTED]

From: Hannah O'Connor [REDACTED]
Sent: Monday, 11 September 2017 11:24 PM
To: Retail Electricity Inquiry
Subject: TRIM: Centralised energy plan [REDACTED]

[REDACTED]

Dear Sir/Madam

I recently moved into a new apartment in a near-new apartment building in Brisbane. Upon signing the lease, I was told that [REDACTED] provides all energy needs to the building, including electricity and gas (noting that the central air conditioning is via a separate provider [REDACTED]).

On 4 September 2017, I phoned [REDACTED] to arrange for the electricity and gas to be connected. [REDACTED] had been my electricity provider at my previous residence. Under my old plan, I had received a 10% discount for e-billing, direct debit and paying on time. When speaking with the [REDACTED] representative on 4 September, I asked whether the same discount was available now. They advised me:

- My apartment was a part of a centralised energy plan, the terms of which had already been negotiated between the body corporate and [REDACTED];
- The electricity rates are, as a general rule, 3-4% lower than the usual rates charged;
- Otherwise, no other discounts were available to me, because of the agreement reached between the body corporate and [REDACTED].

My understanding is:

- [REDACTED] is the only energy provider to my residence, and it is not open to me to look at other options;
- An agreement regarding the rates charged was reached prior to my moving in, between the body corporate (vis a vis the consumer/end user) and [REDACTED]; and
- The usual discounts available to the general public are not available to me because of the above two points (and I am unable to negotiate further discounts to the rates charged under the centralised energy agreement).

I am sure you are already aware of these centralised energy arrangements, but I am unsure whether it falls into the scope of your inquiry. I want to bring the above to the attention of the appropriate persons/regulatory authority. If my email is misdirected, please let me know and I will make other enquiries.

I would be happy to discuss and provide further details, if required. Please feel free to phone [REDACTED] or email [REDACTED].

Regards
Hannah

[REDACTED]
[REDACTED]