

[REDACTED]

From: Jenny Thompson [REDACTED]
Sent: Tuesday, 6 June 2017 12:43 PM
To: Retail Electricity Inquiry
Subject: TRIM: Information for the ACCC Retail Electricity Inquiry
Attachments: JennyElec.xlsx

Dear Sir/Madam

Please find attached some summary information of my recorded factual information. The Retailer and Distributor have consistently provided false and misleading information to me as a consumer, to the point I have had to install my own metering at the circuit breaker box to record the Distributors meter and the separate meter, in addition to utilising a PowerMate on my appliances and recording the readings.

The Retailer and Distributor provided the following false and misleading information to me in 2008 and continue to avoid producing documented evidence.

1. Retailer and Distributor claim Meter was zeroed and reprogrammed in August 2007 – Meter Tester claimed verbally to me when he tested the meter that it had not been, this information was confirmed by a [REDACTED] who produced in a report to EWOV, he claimed that there was no documentation to support the zeroing of the meter.
2. Distributor's Meter Tester Claimed that he did not have to test that each meter Register was only recording what is was allocated to record – e.g. Reg7 = HWS – Controlled Load by Law.
3. All Interval data had been Destroyed – Later produced three (3) versions to EWOV who only allowed me to view two (2) versions, of which none reconciled to the cumulative Registers on the Meter.
4. Retailer claimed that the Cumulative Registers had nothing to do with the Interval Data.
5. Retailer claimed that I could not read the Cumulative Registers on the Meter.

I have thousands of pages of correspondence which I have exchanged with the Retailer, Distributor, Members of Parliament and Regulatory bodies. If you would like to view the information and abuse I have received as I have pursued this matter over the past nine (9) years please contact me. Consumers should not have to be subjected to this type of false and misleading information and abuse when trying to sort out why there has been a 250% difference between the Cumulative Registers on their Electricity Meter and the Retailers Invoicing.

If you have any questions, please do not hesitate to contact me.

Thanks!!

Jenny Thompson
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]

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Invoicing by Retailer Compared to Meter Cumulative Register Readings by Period of Time

	Cum Reg Reads Invoices	From Invoices	Correct Use of Cum Reg Readings	Cum Reg Readings	From Invoices	Cum Reg Readings	Correct Registers on Meter	Cum Reg Readings	Cum Reg Readings	Cum Reg Readings
Meter No.:	7081870	7081870	7081870	7532012	7532012	7532012	7532012	GD & HW	7532012	GD & HW
Date From:	27-Nov-91	22-May-02	22-May-02	30-Jan-06	30-Jan-06	25-Aug-08	25-Aug-08	31-Aug-09	31-Aug-09	31-Aug-09
Date To:	22-May-02	30-Jan-06	30-Jan-06	25-Aug-08	14-Aug-08	31-Aug-09	31-Aug-09	08-May-14	08-May-14	06-Jun-17
Total Days:	3829	1349	1349	938	927	371	371	1712	1712	2839
Cum Reg 3 - Stat	18190	12928	5957	3516	8510	2394	1513	6520	6520	10030
Cum Reg 4 - Peak GH	7986	5947	2498	1608	3760	1149	636	2724	2724	4095
Cum Reg 6 - Off Peak GL	10204	6981	3459	1908	4750	1245	877	3796	3796	5935
Cum Reg 7 - Off Peak HWS	37407	16115	13618	2674	6757	1513	881	4154	4154	6240
Total Invoiceable Registers:	55597	29043	19575	6190	15267	3907	2394	10674	10674	16270
Daily Average all kWh's:	14.52	21.53	14.51	6.60	16.47	10.53	6.45	6.23	6.23	5.73
Total kWh's Over Invoiced:		9468.00			9077.00	1513.00				

ANNUALISED:

	Cum Reg Reads Invoices	From Invoices	Correct Use of Cum Reg Readings	Cum Reg Readings	From Invoices	Cum Reg Readings	Correct Registers on Meter	Cum Reg Readings	Cum Reg Readings	Cum Reg Readings
Meter No.:	7081870	7081870	7081870	7532012	7532012	7532012	7532012	GD & HW	7532012	GD & HW
Date From:	27-Nov-91	22-May-02	22-May-02	30-Jan-06	30-Jan-06	25-Aug-08	25-Aug-08	31-Aug-09	31-Aug-09	31-Aug-09
Date To:	22-May-02	30-Jan-06	30-Jan-06	25-Aug-08	14-Aug-08	31-Aug-09	31-Aug-09	08-May-14	08-May-14	06-Jun-17
Total Days:	365	365	365	365	365	365	365	365	365	365
Cum Reg 3 - Stat	1735	3500	1610	1369	3354	2356	1493	1391	1391	1290
Cum Reg 4 - Peak GH	762	1610	676	626	1482	1131	624	581	581	526
Cum Reg 6 - Off Peak GL	973	1890	934	743	1872	1226	869	810	810	763
Cum Reg 7 - Off Peak HWS	3568	4363	3683	1041	2662	1490	865	886	886	802
Total Invoiceable Registers:	5303	7863	5293	2410	6016	3847	2358	2277	2277	2092
Daily Average all kWh's:	14.53	21.54	14.50	6.60	16.48	10.54	6.46	6.24	6.24	5.73
Total kWh's Over Invoiced Per Annum:		2560			3606	1489				