

[REDACTED]

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**From:** Jess Emily Smith [REDACTED]  
**Sent:** Monday, 31 July 2017 12:23 PM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: AGL ELECTRICITY PRICING

[REDACTED]

[REDACTED]

**HP TRIM Record Number:** D17/106120

Hi,

I am aware there is a forum today here in Adelaide, however I could not attend. I am currently with [REDACTED] for gas and electricity, for the past 2 years I have been charged an unusual higher ELECTRICITY rate than what I was when I first joined [REDACTED]. I do not understand the price jump in my ELECTRICITY billing, I am currently on a payment plan but my recent bill has set me back. I have attached a copy of my most recent bill, any advice or help I can get would be most appreciative. I am struggling with it as I have two small children and only receive Centrelink payments. I understand that there was going to be a rise in electricity from July 1 2017 but did not ever think it would come to it being this high, i think it's unfair. When I contact [REDACTED] regarding my electricity they are rude and very demanding also at times intimidating. It has caused emotional stress and worry causing a burden of having to wonder if we are gonna disconnected during the coldest time of the year. It's hard to see why I have such a high bill when I switch all power outlets off at night except for a small heater, throughout the day there is a maximum of 4 switches on. Any advice would be great. Thank you.

My contact details are :

Jess Smith

[REDACTED]

[REDACTED]

[REDACTED]