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**From:** John Broadbent [REDACTED]  
**Sent:** Monday, 26 June 2017 2:10 PM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: Some of my experiences with electricity retailers  
**Attachments:** [REDACTED]

**HP TRIM Record Number:** D17/87279

Hi,

I am writing in response to an email i received from your office with an invitation to comment on certain aspects of the electricity supply industry. As a past employee of [REDACTED] and a retired electrical engineer i feel comfortable in summarising some of my experiences. Unfortunately i would need to write a book to give you all my experiences, especially the negative ones.

Firstly, may i say that such an enquiry is about 10 years too late to stop the entrenched rorting that is clearly going on. As an example, i was talking to my sister a couple of weeks ago and she mentioned that her electricity bill had increased dramatically despite the fact that she had started spending every week day in [REDACTED] her home residence is in [REDACTED] before the period of her latest bill commenced. I have attached a copy of this bill with my handwritten comments on it. She is clearly being over charged on several counts but not only that, the bill is so confusing and the arithmetic is so distorted that i doubt anybody could make sense of it. You are welcome to form your own conclusions.

Secondly, my own situation is anything but acceptable. WE moved into our address a [REDACTED], [REDACTED] in January, 2016. We installed a 4.16kW solar system in July, 2016. It took many weeks before we were credited with our installation and quite a while before our bills showed any feed-in credit. Approval of the installation seemed to be the problem despite the fact it was supplied and installed by a registered, competent contractor. It seems the Distributor is slow to act thereby benefitting from the "free "power for a few weeks.

There is a little trick that my energy retailer [REDACTED] uses on both our electricity and gas accounts. It is to split the bill into separate months so each month of say a quarterly bill is charged at the higher tariff for the first portion of usage then a second tariff is used for the next portion and so on. This dramatically increases the total bill in my opinion.

I have also noted that, over the recent years, the so called 'Supply Charge' has become significantly higher percentage of the total bill. I would like somebody to tell me why a Retailer is entitled to charge an extra service charge when all they are doing is passing on the distributors charges for consumption. The Retailer does NOTHING in the process of connecting me to the system other than what i could do myself with one phone call to the Distributor. I have attached some recent examples of my bills.

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John Broadbent

[REDACTED]