

From: Mach 1 Sharon [REDACTED]
Sent: Wednesday, 31 May 2017 7:34 PM
To: Retail Electricity Inquiry
Subject: TRIM: Electricity prices

HP TRIM Record Number: D1778258

Re Electricity prices.

Recently our tariff was changed to a new tariff so as to bill us as a "demand". There is obviously some extra \$\$ as the same tariff had different daily charges with other retailers. I shopped around the rates were different amongst retailer, so I opted to get the best rate were I could.

When received the invoice there was a line to say this was the peak and we multiply by 2 and then the rate to arrive at your "demand". It is not enough information on the invoice – it should clearly state the day and time this occurred so as you can understand what is happening.

Lastly it is very frustrating to have business offer you 30% of the rate for paying on time, it makes it hard to compare those who do not use this method.



Sharon Turner [REDACTED]
[REDACTED]
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2015 - Auto Body Repairer - Best Medium Shop National Winner

