

[REDACTED]

From: [REDACTED]
Sent: Monday, 19 June 2017 7:40 AM
To: Retail Electricity Inquiry
Subject: TRIM: Billing and Metre Reading Service

HP TRIM Record Number: D17/82813

My wife and I own a small set of shops which generate a modest income. We've found [REDACTED] to be very difficult to deal with.

My first concern with cost is that we are charged \$1.5 per day connection when while our property is vacant and power is not being consumed (other than to show the space to prospective lessees). i.e. maybe 30 mins per fortnight. This is quite unreasonable as residential users are not charged and this is a money grab from small business. We need to electricity on to show the premises otherwise, we'd disconnect.

Another concern we have is that [REDACTED] expects us to leave vacant property unlocked for hours on end, over a period of several days if we want the metre read to change tenants. This is completely impracticable. It would be simple to provide an SMS service advising the technician would attend in the next 1 hr period. Furthermore, it would be better that [REDACTED] also confirms when they had finished. Again if we missed the technician, we kept the property open unaware that the reading had been completed.

As [REDACTED] has a monopoly on this service, there is nothing the retailer can do.

Finally, we needed to upgrade one of our tenancies to 3 phase. [REDACTED] were unwilling to increase the supply from the street unless we upgraded the internal workings of the entire property (estimated to cost over \$50K). This is an older property which is becoming ripe for redevelopment in the foreseeable future and such investment is unwarranted. The issue was not about safety – it was about arranging one metre location (on street) for all tenancies – difficult giving our tenancies are quite spread out over 2 street frontages. [REDACTED] actions eventually contributed to the closure of the business of a new tenant who had invested close to \$200K in fitout as she couldn't secure the supply she needed.

I hope this feedback assists.

Mal Whitehouse
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]