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From: [REDACTED]
Sent: Saturday, 10 June 2017 11:01 AM
To: Retail Electricity Inquiry
Subject: TRIM: review in prices

HP TRIM Record Number: D17/80304

10 June 2017

The Retail Electricity Pricing Inquiry

To whom it may concern

I have a smart meter.. no one comes and reads my electricity..all done via computer..We are told if you receive your bill online there is no cost involved and a direct debit is also free of admin charges..so why are we being charged a service fee..they conveniently changed the "reading charge" to "service fee" I get 2 of these on my bill .. one for general and one for hot water "reading" How are we being ripped off on those charges alone..they seem to rise with every invoice received.. now we can expect another rise of about 14% next month I am positive these service fees will rise by the same amount..and will not fall under "increase in electricity charges" So much for cheaper power prices after the "tax on carbon" was removed and soooo much cheaper once it is privatised.

Thank you for taking my submission into consideration

I remain

Kind regards

Margaret Chaffey
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Email sent using Optus Webmail