

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 26 April 2017 9:00 PM
To: Retail Electricity Inquiry
Subject: TRIM: Retail Electricity Price Inquiry - request

HP TRIM Record Number: D17/57197

Dear ACCC,

Regarding your inquiry on retail electricity prices it would be appreciated if you could consider the following:

1. The changes in the Market offer for each retailer and not the Just the Standard offer as most individuals U.S. Market offers. What I have noticed is significant changes in discounts during the year for the same Market offer and could have something to do with the AER reporting timing.
2. The details of the daily supply charge with the view of separating out the on charges from the distribution and transmission suppliers. What we are seeing is increasing supply charges despite decreasing distribution charges. Consumers should be able to clearly see what the retail charges are compared to the fixed charges from the distribution and transmission companies.
3. R-Fit paid to solar customers should also be investigated especially in the states that deregulated the price. For example in SA, AGL made a submission to the State government in favor of deregulation of the price as it would lead to pricing innovation. What we have seen in the first 4 months is zero innovation and no intent to innovate. What is more the retailers have raised electricity prices due to increased wholesale prices yet did not increase R-Fit pricing which they also claim to be based on wholesale prices. Note in regulated states the R-Fit has a minimum price but does not prevent retailers from paying more.
4. Investigation into the deregulation of the electricity meter work should also be done as even from an economist perspective there is no way there could be an efficient market given the size and geographical location of the meters and the fact it is not a commodity but an essential utility. It should clearly stay with the distribution companies and retail companies such as AGL should not be allowed to participate as it will clearly disadvantage other retailers due to the access of market information being held by potentially only larger retailers who decide to go into the meter business.
5. Historical Standard and Market offer pricing should be made available to consumers via the Energy Made Easy web site as it will help consumers make a more informed decision.
6. The level of disclosure on the Energy Made Easy should also be looked into with a view to present consumers with a table the properly compares the pricing per offer with a table that compares, supply charges, electricity prices, R-Fit prices and discounts. Currently the site only shows two lump sum estimated prices. It does not allow proper comparison for solar customers nor help customers make a decision based on electricity usage.

Lastly, an analysis of how the privatization of the various components has matched the promises and government forecasts used to justify the privatization should be done. It should be conducted with a view of how well the consumer is now better or worst off.

If you wish to discuss further you can contact me either via phone or email.

Regards,

