

[REDACTED]

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**From:** Neville Schot [REDACTED]  
**Sent:** Monday, 24 July 2017 11:02 PM  
**To:** Retail Electricity Inquiry  
**Subject:** High voltage charges

[REDACTED].  
We purchased this property 2 years ago and once we moved in found out the high network charges were 20 thousand a Month .

Why is it that you are required by law to mention all the outgoings in the sale contract .

Yet network charges such as this are not considered as an outgoing .

This was a major imposition on our business and we had to go through the process of downsizing our electricity .

It took over 6 months to get any clarity from [REDACTED] and [REDACTED] .

The costs for downsizing 150 grand

The network charges 120 grand .

There were so many people we had to talk to and we kept going around in circles .

There was no one to give us a heads up on any part of this process .

A definite lack of clarity .

Every one was covering there backside .

We were left floundering .

Still to this day I think if the network charges were put in the outgoings we would have had transparency and been able to make an informed decision as to weather we would have purchased the property ,or been in a better position to consider the property ,and action the downsizing of high voltage before moving in .

Every thing seemed to be very much cloak and dagger and information was like pulling teeth .

If you want to talk to me about our plight I'd be happy to expand on the details Regards [REDACTED] .

Sent from my iPhone