

I have previously submitted my comments on tariff structures and NEM. Since I just had the experience of renewing my electricity plan I thought I would make some comments on the experience.

Just before my electricity plan ran out I received an offer from [REDACTED]. The 10% discount was what I had been on and the \$25 up front rebate seemed a bonus. There are a number of errors in the offer relating to the Notes 1 and 2. If you notice Note 1 referring to the Solar Metering Charge which I have highlighted in yellow it mentions that Peak is from 2pm to 8pm Monday to Friday excluding public holidays. Note 2 I think should refer to tariff 31, not the supply charge as it does here. No mention is made of a Shoulder time or Off Peak time. Since Peak time is normally from 4pm til 8pm and no mention was made of Shoulder or Off Peak time I called the customer service line and queried this. They apologised and assured me that a new offer would be sent.

[REDACTED] was received a couple of days later. Now the Notes about the Peak, Shoulder, and Off Peak times seem to be correct but the discount offer that was present on the first offer was no longer mentioned. At this point I was getting fed up with the process and sent an email to their customer service (attached) explaining about the 2 offers and telling them I thought it was pretty poor that a customer has to bring these errors to their attention. I then went to the government comparison site www.energymadeeasy.gov.au to see what it said about their offer. The lowest [REDACTED] offer listed on the site was not the lowest but included only an 8% Pay on Time Discount whereas the original offer I had from them was 10%. Also as an aside there was no facility on the site to include the feed in from my solar panels. For someone with Solar panels the overall cost of power depends on the rebate for exporting power as well as the tariff for importing.

Shortly after I received a call from customer service offering me a **17%** pay on time discount (Offer3) Since the notes regarding the times for the Time of Use rates appeared correct this I have accepted and done nothing more.

A few comments.

The best offer [REDACTED] made to me was not listed on the government comparison site that I could see. If one or more retailers lowest offer is not listed it makes a mockery of using the site. I've since read of a newspaper columnist checking 4 different comparison sites and being given 4 different plans as the cheapest. They can't all be right. I used the government site in the belief that it would have the least bias toward any particular retailer.

The government comparison site would be more useful to someone with solar panels if it allowed the user to enter their export and the price they get for it. That could make the difference to which retailer was the lowest.

Having a retailer send me offers with errors in them is pretty poor. Especially the times for the different rates for tariff 12. I can easily understand some people having trouble getting the lowest offer.