

[REDACTED]

From: Roimata Kahui Kahui [REDACTED]
Sent: Tuesday, 25 July 2017 11:14 AM
To: Retail Electricity Inquiry
Subject: Electricity ripoff

This enquiry is way overdue. I am compelled to write this to express my experience with being ripped of and why. I recently had an account with [REDACTED]. What a nightmare. The nightmare began by contact [REDACTED]. They gave me their pricing structure, which I could not understand at all. The first bill was good, then the bills just increased even with us reducing our electricity consumption. I contacted them to discuss this issue to be told just pay us. I asked for a review of my account, only to be told they do not review accounts. My response was until you reeviw my account you don't get paid. That was the last I heard from them. I still refuse to pay. This company lie, are vague and will not explain how they come about their figures. I then tried to change provider. [REDACTED] would not allow that until I paid them without review or explanations. We put a new account in my partners name. This is not business, this i this is a thief. The first mistake made was putting electricity into the hands of private companies or thieves. The biggest problem we have in this country is greed by the private sector. Excessive executive salary packages, excessive profit margins and governments who protect their political donations at the expense of the people. We have now decided to live in a caravan park. We are now paying 25% less and using more power. We have problem and the problem starts at the very top of our political personalities. Political donations (corruption) first non political donors last. Greed and selfishness is the problem simply put.