

[REDACTED]

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**From:** [REDACTED]  
**Sent:** Tuesday, 6 June 2017 11:03 AM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: response

- difficulties in comparing retail electricity offers

I have just spent 2 hour trying to compare rates, it is particularly impossible. Due to different names of summaries and supply charges or supply on demand charges.

- the structure and content of retail electricity bills
- the importance of price and other contract terms
- understanding of time-limited discount offers

I am currently with a rate with [REDACTED] that has gone up close to double what it was last year, I have just spoken to them again today and they advised that if I re-signed today it would be double again from what it was at the start of the year. This is insane no wonder small business struggles.

- why businesses have switched electricity providers, the reasons for switching if they have or if they have not switched why this is so

The reason to change is price and savings

- any misleading or deceptive conduct or other unfair trading practices that occur in the retail electricity markets
- awareness and use of electricity price comparison tools.

A price comparison tool would be handy- I have just emailed my bill through to [REDACTED] as they have this tool available for their staff to use and then they send it back it me - it would be good to have consumer site.

Sharon Klein  
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