

[REDACTED]

From: Trudy H [REDACTED]
Sent: Wednesday, 9 August 2017 11:20 PM
To: Retail Electricity Inquiry
Subject: TRIM:

HP TRIM Record Number: D17/112048

I am concerned that my provider of electricity, [REDACTED], told me they would give us 12% discount on our electricity. A reasonable person would expect that this would be 12% off the amount charged for the actual electricity charge, however it turns out that it is only on the net amount owing after pension rebate and solar rebate have reduced the amount owing.

I feel that this is not what I signed up for as it was not stated that it would be on the net amount.

Regards,

Trudy Hollinshead