

**Holland, Rebecca**

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**From:** [REDACTED]  
**Sent:** Thursday, 27 July 2017 2:18 PM  
**To:** Retail Electricity Inquiry  
**Subject:** TRIM: Customer feed back

**HP TRIM Record Number:** D17/103803

Dear Sir, I would like to give feed back on issues I have with my retail supplier that I believe need to be addressed as listed by point!!

- 1: [REDACTED] Knowledge Base document reads: Digital meters allow correct meter readings and more accurate bills ????
- 2: Structure and content is very unclear with Estimate billing, Tariff type ( Time of use )
- 3: Need to support claims of billing errors with Data pertaining to corrections
- 4: Billing issues need to be handled by one individual only for reference, not several with different outcomes!
- 5: Retailers need to be transparent with their determination of Data collection from the energy distributor.
- 6: Estimate billing errors appear to occur more often than not when changes are made to services provided ie: Solar installation / tariff type
- 7: Online forums of unhappy customers cause concern when looking at other retailers, problems all appear to be similar in complaint!!
- 8: Difficulty in understanding off shore call centers verbally with hearing impairment.

Regards

Warren Pratten