Author name: Name suppressed

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Your submission for this review:
I am writing to raise serious concerns about the rising cost of electricity in NSW and the growing complexity faced by consumers when trying to compare energy plans. Over the past two years, my electricity retailer which is government-owned has significantly increased its prices. In my case, Ive seen a price rise of nearly 40% last year, followed by another 30% increase this year. These increases feel excessive, especially during a period of heightened cost-of-living pressure. What makes this even more concerning is that, at the same time, the solar feed-in tariff was reduced. This raises a fundamental question: If energy prices are rising, why is the value of solar energy exported to the grid going down? As a solar customer, this feels like a step backwards. Households that have invested in renewable energy should be seeing the benefits not being penalized. Reducing feed-in tariffs while increasing retail rates creates a disconnect that seems neither fair nor well justified. In addition to price hikes, Id like to raise another important issue the difficulty of comparing electricity offers. Retailers now have a wide range of pricing components, including daily supply charges, peak, off-peak, shoulder, seasonal variations in pricing, time-of-use periods that vary by retailer, demand charges. This makes it incredibly difficult if not impossible for the average person to make a meaningful comparison between plans. I read your report from last year and it showed that even the Government can't calculate demand charges for consumers. This system favours retailers and doesn't help the everyday Australian at all. Electricity is not a luxury its a basic necessity. Consumers deserve a system that is fair and that they can choose a well priced retailer who won't change their prices or rip them off.