

Author name: Name suppressed

Date of submission: Monday, 28 July 2025

Your submission for this review:

I want to raise an issue with energy plans that I have seen over the past few years. A few years ago I was on a standard meter and had a single rate plan. This was simple with my retailer only charging me for the supply charge and for how much I use. Two years ago I had a smart meter installed - my retailer did my meter replacement without my consent as there was a meter issue reported to them. After this, I was moved onto a new plan and now I have to pay peak and nonpeak rates. My retailer won't let me go back to my old plan and I've tried several times to ask new retailers to go back to their flat rate plans but they won't let me. They say that my network charges me peak and nonpeak rates and so they also need to. This is unfair as I never chose to get a smart meter. I have asked several other people I know and they have also had similar problems - their meter gets upgraded and they are forced onto a new plan. I find this very frustrating and don't understand how this is allowed to happen. It's also impossible to know where this issue should be reported? I hope IPART is the right organisation and you can look into this.