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Your submission for this review:

Thank you for the chance to raise my concerns about the electricity prices. I live in NSW and try to keep the cost of living down, I keep up to date with different ways to save money. A lot of government reports are showing there are fairly big savings for people who change their electricity plans. But this is becoming more and more difficult and something no one is recognising. I have a 6.6Kw solar panel system on my roof, which has been very good to keep costs down, but feed in tariffs keep falling each year and electricity plans are now becoming incomprehensible. I need to look at my supply charge, peak, shoulder and off peak charges, demand charge, feed in tariff, controlled load etc. Electricity plans are nearly impossible to compare now as each of these will change every few months. But as you found in your report last year, to get the savings people need to shop around. But it's hard to know how to do this properly when the prices keep changing and new prices are being added. What I find interesting is nothing has changed for what I'm buying. I still get electricity to my house but the pricing keeps becoming more complicated and the only way to save money is to keep switching. I think this is a ploy from the electricity retailers to keep people from moving company. If it becomes too difficult and time consuming people simply won't switch anymore. The other issue I have is that while my solar feed in tariff keeps getting lower each year, every other price keeps getting higher. If my solar feed in tariff is getting lower, shouldn't my off peak charges also fall? I have called my energy company and they blamed inflation and rising costs, but this doesn't make sense. Please look into this. Also I think electricity companies are taking advantage of people with solar panels. My supply charge, peak and off peak and controlled load is more expensive for my plan with a feed in tariff, than plans without a feed in tariff. It's a few cents cheaper for the plan with no feed in tariff, but over a quarter or year this adds up to a few hundred dollars, so the companies are just making up their profit margin for customers with solar panels who use less electricity by jacking up the price. Thank you for looking into these issues. I have wanted to raise them with the government for a long time but have not been able to find a way aside from writing to my local member. Robert