

Author name: R. McGuire

Date of submission: Friday, 23 June 2017

Submission: I own an electric car and live in an apartment with undercover parking in the basement car park. I have installed a second electricity outlet to charge my car, with a separate meter as my unit meter is on the 5th floor.

Over the past three-month billing period I have not charged the car here yet I have a bill for \$83.85 (for zero kWh) this being for the 78 cents per day supply charge, and nothing else, except the \$1.75 paper bill fee. So I now pay a double dose of this supply charge, one for each meter.

My retailer, AGL, assures me it must charge me double supply charges unless the two meters can be combined into a single meter. This is not possible in this apartment building.

I believe it is unconscionable on the part of AGL to charge a single customer double supply charges, and that this shows all retailers like AGL who charge double are not acting with customers' best interests in mind but are acting to maximise their profits.

This means that concerning feed-in tariffs, any submissions by these companies should be treated with extreme scepticism.

Furthermore, this attitude by AGL shows it will make ridiculous claims - that it cannot avoid this double charge - in chasing every dollar it can. This is obviously a restriction AGL imposes on itself so it can extract more cash from customers. I asked AGL if there was any legal requirement preventing it from dropping one of my supply charges. AGL declined to answer that question (AGL advice receipt 1434945165, 29May2017).

So I request that IPART take into consideration the motivations of companies like AGL when assessing their submissions to this inquiry.

Yours faithfully,