

SUBMISSION TO IPART REVIEW
SOLAR FEED-IN TARIFFS 2017/18

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IPART submission

As a retired house owner living of my Superannuation and never to be granted any Government hand out I am very interested in a fairer deal for Solar Customers and this is reflected in the points below being implemented for a fair go.

• That you support a fair price for solar;

• The feed-in tariff should increase in line with the wholesale price of electricity;

• The feed-in tariff should not just be a benchmark range, it should be regulated so retailers have to offer it as a minimum;

• The feed-in tariff should represent the true value of solar, this means recognising the environmental and health benefits and the network benefits of rooftop solar; and

The last point to mention is my past 12 months experience with my retail supplier (AGL) which has been anything but transparent regarding the costs for power used from the grid as compared with the cost and amount of solar generated into the grid.

They change my existing smart meter to one they supplied in May last year and advertised a dBase on their web called AGLmyIq which in my experience was not reliable nor accurate with the data it collected from this so called smart meter connected at my house. I submitted at least 9 to 12 complaints supplying soft copies of the screens on their dBase, when it had data to show with no resolution. I wanted to be able to rely on their reporting system so as to compare with the monitoring system I have on site. They still haven't explained nor corrected the missing data files in their system so I'm unable to see if I'm being charged the correct fee for network electricity, and the same for my solar rebate (up to 31/12/2016) and now as I have solar battery, the rebate for present solar generation.

As a Customer I expect my retail supplier to be open and HONEST which I feel is not the case at present.

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