

Author name: S. Rigutti

Date of submission: Tuesday, 8 May 2018

Submission: "To The Independent Pricing and Regulatory Tribunal

It's not fair to punish solar owners who are helping bring down the price of electricity for all NSW energy users

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.

I had Solar panels installed in order to be able to afford to use the Air Con after the shock of having received a bill for \$550 when I used the Air Con last summer, where only one person lives on the premises.

I am a pensioner and have tried several electricity suppliers and found that all of them are a law upon themselves. The Ombudsman has very little power to reign them in. The readings are contracted out to one company. More often than not I receive an estimate reading, the cause being that they could not have access to the premises when there is an industry lock on the gate and they have a Master key to it.

My problem is that they withdrew from direct debit on an overestimated bill and that the overpayment they hold I need to pay other bills. If I do not pay the bills on time they could charge me penalties. My Credit status could be negatively affected, services could be denied.

**WHY ARE THE ELECTRICITY SERVICES ALLOWED TO DO THIS?** Twice since they failed to take a reading with the same excuse of no access. It is about time that they were taken to task and made to accept responsibility for their inefficiencies and pay a decent price instead of paying next to zilch for the solar they receive .

The privatization of the electricity has not brought any benefit to the general public and in particular to Pensioners. Has the State received any benefits besides blackouts?"