

To whom it may concern,

I am glad to hear that you will be conducting a review into the pricing structure of NSW public transport with Opal card. My regular commute by train is Monday to Friday from Warnervale station to Rhodes for work, which previously on a yearly My Zone 3 cost me \$2,440 annually. Since I have been forced to change to Opal card my estimated cost for the same trip is now over \$400 more (based on only 48 weeks travel, and even more if I use it on holidays). A price gouge by being forced to use Opal card of +18% for a service that is getting worse, with late trains, cancelations, poor faulty air conditioning, an many times filthy & over crowded carriages, with less security is a bit hard to swallow.

Now before you say this isn't your fault, on numerous occasions when I ring NSW trains and Opal card, they blame you, as "it is the pricing tribunal that approved and set the fares".

I would appreciate you replying to;

- 1) Clarify if it is you that is responsible for me paying far more than I did on a yearly ticket (for less/worse service)
- 2) Advise if the current rip off and gouging we have experienced as Central Coast commuters be rectified in this review
- 3) Should we entitled to discounts and/or refunds when the service does not deliver?

Regards,