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Submission:

I submit that these proposed Early Termination fees are excessive and unacceptable to users. My experience is as follows: When with AGL for Electricity and Gas I was approached by a representative from Energy Australia. I was cajoled to sign up with Energy Australia but later repented and returned to AGL

Along the way I was charged an AGL Gas Cancellation fee of \$68.18 and \$68.18 Electricity Cancellation Fee. However, on the way back to AGL I was charged an Early Cancellation fee from Energy Australia of \$150 for Electricity and \$50 cancellation fee for Gas.

I am upset and feel ripped off but I accept it was my fault that I was taken in by a Door to door scammer. However, to have cancellation fees of \$145 is a disgrace.

Make the cancellation fees \$20 like Victoria and be fair dinkum about the whole process. The fixed charges are very high already so the public are already being very heavily charged.

Yours,

John Heathers