

# 'Supporting energy customers through the coronavirus pandemic' draft decision

## Submissions received via Engage Victoria

### General comments

**Date submitted:** 6 July 2020

**Submission written by:** George

**What best describes you?** Residential energy customer

**Do you have any comments on the commission's draft decision?** Why reduce the residual solar buy back from 12.5c kWh to 10.2 kWh , during a world pandemic and every cent counts, we got solar to reduce a bill and maybe get a payback now and then, we need this reversed.

## Responses to our questionnaire

Name	Sherrid Caird	Anon	George David
Date submitted	1 July 2020	4 July 2020	6 July 2020
Please select which applies	I am a residential customer	I am a residential customer	I am a residential customer
Are you currently receiving any support from your energy retailer to help you manage any impacts from the coronavirus pandemic?	No, I am not currently receiving support but I think I could benefit from receiving some	Yes, I was already receiving support before the pandemic I have a concession card giving me a discount and I believe the government discounts should be increased to assist pensioners as only lower bills will allow people to warm themselves in the cold. Government policy should also change to stop constant price	No, I am not currently receiving support but I think I could benefit from receiving some
If you think you could benefit from support (regardless of if you are receiving any or not), what would you find most helpful from your retailer?		<ol style="list-style-type: none"> <li>1. Checking if I am on the best rates for me</li> <li>2. Having a plan to pay my energy bills with regular payments that I can afford</li> <li>3. Letting me know if there is government support available to help me pay my bills</li> <li>4. Helping me manage my energy usage</li> <li>5. Having my energy payments deferred for a few months</li> </ol>	<ol style="list-style-type: none"> <li>1. Letting me know if there is government support available to help me pay my bills</li> <li>2. Checking if I am on the best rates for me</li> <li>3. Having a plan to pay my energy bills with regular payments that I can afford</li> </ol>

<p><b>Are there other kinds of support your retailer could provide you?</b></p>	<p>There should not be service fees. These fees are often more expensive than the bills. Pensioners can go without using power or gas and freeze doing so and yet still get a hefty bill because of these unfair fees! These fees do nothing to reward the energy conscious and those who try hard to keep bills low.</p> <p>I rarely have repairs/service done and to charge me this service fee to cover costs of others having repairs is outrageous!</p> <p>I realise that the supply needs to be maintained however service fees are huge and with millions of customers it adds up to an extraordinary amount!</p> <p>Those on low incomes should not have to pay such fees.</p> <p>There is no support as people are still expected to pay their bills and these outrageous service fees!</p> <p>To delay payments for customers just adds more debt because this is what all retailers/companies are doing to their customers and it all adds up to an amount that will eventually financially cripple customers.</p>	<p>Unfortunately since privatisation people are being ripped off and retailers are just trying to make money. The government needs to have better policies to protect the vulnerable and they also need to give much bigger concessions. Government can assist, retailers are always about making money and won't do anything voluntarily.</p>	<p>Solar power buy back into grid, was reduced from 12.5 to 10.2, at this time during the crisis, pay back into the grid got reduced meaning consumers would get less and then have to pay more on there Bill's.</p>
<p><b>Are you aware of support that is currently available from your energy retailer?</b></p>	<p>No, I am not aware of support I can get from my retailer</p>	<p>Yes, I know what support I can get from my retailer</p>	<p>No, I am not aware of support I can get from my retailer</p>
<p><b>If you were looking for more</b></p>	<p>What's the point? Service fees are not going to be wiped no matter how much the customer begs therefore</p>	<ul style="list-style-type: none"> <li>• Contact my retailer directly to ask</li> <li>• Visit my retailer's website</li> </ul>	<ul style="list-style-type: none"> <li>• Search for information online</li> </ul>

**information about support available from your retailer, what would you do?**

there is no real support or any changes.

- Contact a trusted organisation (that isn't my retailer)
- Ask a friend or family member
- Search for information online

Name	Anon	Anon	Judy Le Cartier
<b>Date submitted</b>	7 July 2020	9 July 2020	12 July 2020
<b>Please select which applies</b>	I am a residential and business energy customer	I am a residential customer	I am a residential customer
<b>Are you currently receiving any support from your energy retailer to help you manage any impacts from the coronavirus pandemic?</b>	No, I am not currently receiving support but I think I could benefit from receiving some	No, I am not currently receiving support but I think I could benefit from receiving some Reduction of heating bills	No, I am not currently receiving support but I think I could benefit from receiving some
<b>If you think you could benefit from support (regardless of if you are receiving any or not), what would you find most helpful from your retailer?</b>	<ol style="list-style-type: none"> <li>1. Letting me know if there is government support available to help me pay my bills</li> <li>2. Checking if I am on the best rates for me</li> <li>3. Helping me manage my energy usage</li> <li>4. Having a plan to pay my energy bills with regular payments that I can afford</li> </ol>	<ol style="list-style-type: none"> <li>1. Having my energy payments deferred for a few months</li> <li>2. Having a plan to pay my energy bills with regular payments that I can afford</li> <li>3. Letting me know if there is government support available to help me pay my bills</li> <li>4. Checking if I am on the best rates for</li> </ol>	<ol style="list-style-type: none"> <li>1. Letting me know if there is government support available to help me pay my bills</li> <li>2. Having a plan to pay my energy bills with regular payments that I can afford</li> <li>3. Helping me manage my energy usage</li> <li>4. Checking if I am on the best rates for me</li> <li>5. Having my energy payments deferred for a few months</li> </ol>

	5. Having my energy payments deferred for a few months	me	5. Helping me manage my energy usage
<b>Are there other kinds of support your retailer could provide you?</b>		Pensioners who are in high risk category for Covid are at home a lot more. Unable to go to libraries, volunteer work etc. Consequently at home heating bills are much higher than normal. Some reduction in bills for pensioners would be a tremendous support..	
<b>Are you aware of support that is currently available from your energy retailer?</b>	No, I am not aware of support I can get from my retailer	Yes, I know what support I can get from my retailer	No, I am not aware of support I can get from my retailer
<b>• If you were looking for more information about support available from your retailer, what would you do?</b>	<ul style="list-style-type: none"> <li>• Visit my retailer's website</li> <li>• Contact a trusted organisation (that isn't my retailer)</li> </ul>	<ul style="list-style-type: none"> <li>• Search for information online</li> </ul>	<ul style="list-style-type: none"> <li>• Visit my retailer's website</li> <li>• Contact a trusted organisation (that isn't my retailer)</li> <li>• Search for information online</li> </ul>

Name	Anon	Anon	Anon	Anon
<b>Date submitted</b>	12 July 2020	13 July 2020	13 July 2020	14 July 2020
<b>Please select which applies</b>	I am a residential customer	I am a residential customer	I am a residential customer	I am a residential customer
<b>Are you currently receiving any support from your energy retailer to help you manage any impacts from the coronavirus pandemic?</b>	No, I am not currently receiving support but I think I could benefit from receiving some	No, I am not currently receiving support but I think I could benefit from receiving some	No, I am not currently receiving any support and do not think I need any	No, I am not currently receiving support but I think I could benefit from receiving some
<b>If you think you could benefit from support (regardless of if you are receiving any or not), what would you find most helpful from your retailer?</b>	<ol style="list-style-type: none"> <li>Letting me know if there is government support available to help me pay my bills</li> <li>Checking if I am on the best rates for me</li> <li>Helping me manage my energy usage</li> <li>Having my energy payments deferred for a few months</li> <li>Having a plan to pay my energy bills with regular payments that I can afford</li> </ol>	<ol style="list-style-type: none"> <li>Checking if I am on the best rates for me</li> <li>Helping me manage my energy usage</li> <li>Letting me know if there is government support available to help me pay my bills</li> <li>Having a plan to pay my energy bills with regular payments that I can afford</li> <li>Having my energy payments deferred for a few months</li> </ol>	<ol style="list-style-type: none"> <li>Checking if I am on the best rates for me</li> </ol>	<ol style="list-style-type: none"> <li>Letting me know if there is government support available to help me pay my bills</li> <li>Having my energy payments deferred for a few months</li> </ol>
<b>Are there other</b>		ESC needs to monitor & regulate	I think they could wave the late fee	Young families can not afford

<b>kinds of support your retailer could provide you?</b>		Embedded Networks. Some Eg Veeve Energy are dodgy (charging way over VDO rates & irregular invoicing causing bill shock & stress) but Veeve keep slipping through the cracks. Residents gave jo choice but to connect with them so more regulation is essential & ness to be find asap.	for not paying on time	their bills job keeper is. Glorified dole payment after tax ... people cannot survive with children to look after and big bills as they were accustomed to a full time job
				Their wages are down the stress is becoming to much please help them I myself am 59 I don't mean me I mean the young families
<b>Are you aware of support that is currently available from your energy retailer?</b>	No, I am not aware of support I can get from my retailer	Yes, I know what support I can get from my retailer	Yes, I know what support I can get from my retailer	No, I am not aware of support I can get from my retailer
<b>If you were looking for more information about support available from your retailer, what would you do?</b>	<ul style="list-style-type: none"> <li>Contact my retailer directly to ask</li> </ul>	<ul style="list-style-type: none"> <li>Contact my retailer directly to ask</li> <li>Visit my retailer's website</li> <li>EWOV</li> </ul>	<ul style="list-style-type: none"> <li>Contact my retailer directly to ask</li> <li>Visit my retailer's website</li> </ul>	<ul style="list-style-type: none"> <li>Contact my retailer directly to ask</li> <li>Search for information online</li> </ul>