

Customer L. – rural consumer with water tank and expensive pump, South West Victoria, Warrnambool.

Dear review people,

I submit to you that there are serious problems in the energy market that greatly affect those living on low incomes in rural areas.

1. There is only ONE supplier - Powercorp - whose rates of supply aren't anywhere near reasonable! They put their rates up in Jan 2015 absorbing the measly discount in the abolishment of the carbon tax!
2. There is no difference or competition between providers, like Origin or Energy Australia whose peak and off-peak rates are extraordinarily similar!
3. Many rural homes rely on water tanks and pumps meaning a significant extra use each time a tap is turned on.
4. Renters have no option in getting SOLAR installed. Landlords are not prepared to fork out for their tenants to save money!
4. Welfare agencies like Salvos or St Vinnies 'have no capacity' to help with electricity bills and can only offer food vouchers as some offset to high energy bills.
5. There is simply not enough VALUE in the rate of the centrelink 'concession'.
6. Energy agencies are not aware of rules around accessing the Energy Relief grants - it took 7 phone calls for Energy Australia to tell me that this scheme only provides help where the bill is OVER \$500.00. This is great if you are in a large/r household - but for a single person a large bill for a winter period is more like \$250-300. So therefore single people are not eligible for any help - anywhere, anytime!

Not good enough government - not good enough power companies!