

From: Rachel O'Farrell
To: [AERresets2024-29](#)
Subject: RE: AER 212491 supporting Information from Salvation Army Housing Tasmania [SEC=OFFICIAL] [ACCC-ACCCANDAER.FID2805459]
Date: Tuesday, 16 January 2024 9:22:33 AM
Attachments: [image002.png](#)

We have not been provided with this information and I find it extremely disappointing to say the least.

We have not been informed and clear communication is the key. This is deception on behalf of Tas networks.

If they remove the T31 and T41 tariffs, this will disadvantage my clientele even more. The cost of living has gone through the roof and people are already not using power as well as turning off hot water cylinders, heating and lights to save on everyday living costs. So the way I look at this is hitting them where it already hurts.

I also feel having us a representatives is just a token gesture to make themselves look good by saying “ we have engaged them and they have been informed” But really we have not been informed 100%.

Something needs to be done as this is really getting beyond a joke.

Rachel O'Farrell Salvation Army Housing TAS

Kind Regards