

Greetings,

The current energy price system basically means consumers are lambs for slaughter to these companies. I am furious with how bad this system is for consumers and I believe that it is information overload so people ultimately give up and go with any plan then stay on it. It requires people to spend hours calculating in bonuses, cash backs and other crap before they can make an informed decision. To further rub salt into the wound you lose the bonuses after 6 months and then you are worse off (requiring you to go through the entire process again) to avoid the price increase.

The energy made easy website often sends you to a plan which is considerably more expensive, even with the "use meter data" function. However it has shortcomings when you have installed a battery and directing you to a plan that will not cater for how you will use energy with one.

My advice is to make it as simple as possible

- Do not allow BONUSES or CASH CREDITS for signing.
- No Netflix or streaming plan garbage to act as a smoke screen. If you were to allow them to keep it force them to assign a value for this in the period so that people can see the amount it offsets.
- They all must conform to a uniform charge system so that even people who did only basic math can understand.
- Instead of the energy made easy system just have a table with all the providers and plans with all the prices lined up so that it is simple to see which is the best.

It is absolutely disgraceful that this system has enabled modern day swindling of Australian consumers. Your statistics are wrong and I believe it is more like 80% of people are on plans that are not the cheapest.

I also do not have any faith in this process nor do I think that what ever revision you come up with will stop the swindling process from occurring.

I feel terribly sorry for consumers as plans are so confusing you need five degrees in maths to understand them, which is ultimately what allows the retailers to rip everyone off.

Feel free to call me if you have any further questions about my feedback.

Kind Regards

