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Horizon Power "Customers"

SUBMISSION - DEFAULT ELECTRICITY PRICING

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As remote area customers trapped with no other option than Horizon Power, we would like to see the following changes:

- Electricity companies not to obstruct solar power consortium plans in remote communities (ie not demanding compensation etc - outrageous!)
- Electricity companies not to find spurious ways of adding costs on to customers (too long to go into - we're sure you are aware of the kind of nonsense that goes on)
- Some way of preventing electricity companies from maximising voltage in order to add to power bill loads - very common issue, very bad in our town - damaged appliances, globes constantly blowing, voltages upwards of 240+ etc (we understand there is already significant findings of this across Australia)
- Get rid of "plans" and other such complicated lunacy; get rid of printed "newsletter" materials (we get three delivered to the same address each time!), and all the other unnecessary things which add to expenditure & infrastructure costs if the companies really want to be profitable, rather than just jacking up prices to accommodate their inefficiency
- Reconsider the whole privatisation thing. It doesn't promote efforts to generate self sufficiency and clean power. The country needs electricity in order to function and thrive, it is a necessity of daily life at every level, should not be treated like a wealth-generating commodity
- In general, systems which do not require "customers" to complain in order to ensure fair pricing, service and reliability (as in the case of the voltage issues) - preventative measures, not systems which allow companies to see what they can get away with

Thank you

Anna Johnson
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