

**From:** [REDACTED]  
**To:** [Consumer Policy](#)  
**Subject:** Draft Better Bills Guideline (Version 2) submission  
**Date:** Monday, 26 September 2022 4:47:21 PM

---

Good afternoon

I am in SA and my energy supplier is Origin.

I received both my electricity and gas bills in the post today.

Electricity bill - my plan has a 21% guaranteed usage discount and similar supply discount. My account summary discloses 2 SA Govt Energy Concession amounts (supposedly pre and post 1 July). Previous accounts disclosed the supply and usage discounts separately so as a customer I could actually see the discount amounts received.

This current format deprives me of knowledge which I am entitled to.

Gas bill - my plan has a 11% guaranteed usage discount and similar supply discount. My account summary fails to display the value of these discounts received during the billing period. I contacted Origin and was advised that the discounts had been applied to the rates I have been charged. Failure to disclose this information deprives me of information I am entitled to have. When questioned I was told I could go to the Origin website and look up the rates. NO! As a supplier the obligation is upon the company to provide the basic information.

The bills are an improvement, but not at the expense of fundamental information which the consumer is entitled to have. With computer technology it is not an impost for the supplier to provide the simple information of the actual amount of benefits received - a couple of lines in the account summary. This information was previously available so it is within the scope of companies to continue to provide it as a matter of transparency.

I urge the AER to stipulate that companies revert to the policy of disclosing the value of rebates and discounts paid so the account can be read easily.

Thank you.

[REDACTED]

[REDACTED]