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From:

Sent: Friday, 16 November 2007 3:13 PM

To:

Subject: Failure in "Estimating" bills

AEMC,

Please accept the following submission in the current review of the retail energy market in Victoria.

We have occupied our premises for the past 51 years, and avoid as far as possible the late payment of electricity bills, and such occur rarely over that period of time.

Now the current supplier (AGL) has, without explanation to us, decided to "estimate" our periodic supply.

There have been recent cases where this arrangement has had the effect of consumers being presented with bills for extraordinary amounts of money; apparently due to the supplier not revealing until such amounts are due for payment, perhaps by a factor of years.

We do not wish this situation to arise in our case, as we are both becoming elderly and we may have difficulty in coping with such a case.

Incidentally there is no restriction with regard to access to the meter.

Can you advise as to what options we have before we contemplate a move to an "alternative" supplier?

We thank you for your time and consideration.