

## Rule Change Proposal

I would like AEMC to make a rule change regarding power energy companies.

- Meter reads should be read every 3 months not once a year, you are giving them too too much leeway,
- Power companies shouldn't have the right to estimate power bills , if they can't get on property then they should arrange a time with occupants
- Ergon still charge the customer a meter read fee \$19.98, even if they estimate and don't enter property.

## Draft Rule

- Regular 3mth meter reads, apparently Victoria gets there bills every month, we all are in Australia so we should all the same.
- No more estimates it should be illegal
- The power companies get good money for their power, we (Australians) are charge the highest amount of money for our power in the world.

## Supporting Document

- Low income families couldn't possibly budget for 9 months, I can see how families haven't got hot water or power as the budget is blown up as cost of food, school fees are already at an all-time high (The rich get richer and forget about the poor and struggling.
- We Australians get paid every week, yet the power companies expect us to pay their bills how can we budget for a once a year meter read. IMPOSIBLE
- I hope no other family is put in the predicament that ergon had put me in, 1 read for 9months and estimated my power and now they want there under estimated money back meanwhile I'm thinking everything is ok, Then having to question them nearly a year later WRONG
- Mainly the energy companies want our money and half heartily give us customer service, VERY DISSAPPIONTING
- Power companies need to be monitored more whether its government or not