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From: [Redacted]
Sent: Saturday, 24 February 2024 11:08 AM
To: EPWA Alternative Electricity Services
Subject: AES Reforms Feedback

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Dear Energy Policy WA,

I am writing to provide feedback on the proposed regulations regarding standard electricity rights for customers utilizing embedded networks and on-site power supply arrangements (OPSA), as outlined in your recent consultation invitation.

As a resident living in a rented property with electricity supplied by an OPSA, I want to emphasize the significant challenges faced by individuals, particularly pensioners like myself, in such arrangements. The lack of transparency regarding electricity usage and billing poses a considerable burden, leading to uncertainty and financial strain.

One of the most pressing issues is the complete absence of information regarding electricity charges per unit and usage tracking. Without this essential information, tenants are left in the dark regarding their energy consumption and associated costs, making it challenging to budget and plan effectively. Additionally, the irregular billing intervals, ranging from anywhere between every 2 to 6 months, exacerbate the financial unpredictability for vulnerable individuals living on fixed incomes.

Furthermore, the absence of payment plan options, a standard offering by major electricity providers, further compounds the difficulties faced by low-income renters. This lack of flexibility places undue financial stress on individuals and families, especially amidst a worldwide housing crisis where vulnerable populations are already disproportionately affected.

Regulating the industry and implementing standardized policies under the new Alternative Electricity Services (AES) framework is crucial in addressing these systemic issues and safeguarding the rights and well-being of Australia's most vulnerable residents. By ensuring transparency, accountability, and access to reasonable payment options, these regulations would significantly alleviate the burden on individuals living in OPSA-supplied properties, promoting fairness and equity in the provision of essential services.

As a member of the community directly impacted by these challenges, I urge Energy Policy WA to consider the voices of those most affected and prioritize the implementation of comprehensive regulations that prioritize consumer rights and protections.

Thank you for considering my feedback on this important matter.

Sincerely,
[Redacted]