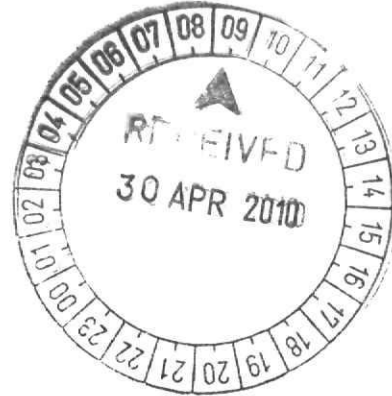


60 Andersons Inlet Road,  
MOYARRA VIC 3951

29 April 2010

The Manager  
Regulatory Review Smart Meters  
Essential Services Commission  
Level 2  
35 Spring Street  
MELBOURNE VIC 3000



Dear Sir/Madam,

In relation to the smart meters regulatory review, I would like to make the following comments:

1. How will the meters facilitate competition.
2. Why do all consumers want transparent, timely and useful information. I would suggest that most people just want lower tariffs.
3. How will low income and vulnerable people be protected by the Regulatory framework.
4. What is your definition of vulnerable people.
5. These are high tech meters and like most technology these days, some do fail. What are the service standards for repair or replacement.
6. What are the safeguards for correct metering and billing.
7. Why are you discussing estimated readings. With smart meters you should have the correct information
8. Will customers receive a paper billing record.
9. Fixed contracts should be banned so that customers have the flexibility to change suppliers.

From a personal perspective, I would like to add the following comments.

Peter Batchelor was interviewed on radio re the new electricity meters on 23 March 2010 and it was a very confusing response. He said that...

- The installation was progressing well and would continue.
- The program has been suspended
- There are benefits for the customer
- The **retailers** did not consult with community groups before the meters were introduced so all the problems are their fault!
- The Government has now "decided" to consult with groups that are affected. I would suggest this was after they complained, and rightly so.

I am still confused as to why we, as consumers, should have to pay for a meter that provides benefits to the retailers and gives them the opportunity to charge exorbitant rates during the peak times. Has a cost benefit study been done on this? Electricity just gets more expensive without any benefits to the customers.

I understand the off peak will be 10pm to 6am and I would like a list of activities and appliance use, that can benefit from this off peak period. You would have to agree that electric hot water is not very popular these days which was a major benefit of the off peak rates.

Maybe this is an attempt to push people back to electric hot water by the retailers. We have a LPG water heater

We live in the country and rely on electricity to pump water from our tanks and dams, so by increasing peak hour rates, you are penalising country people for what are basic services all provided at our cost.

Could you please advise the cost of the new meters to the Government and the individual consumer.

I would appreciate your comments on the above points, please.

Thanking you in anticipation.

Yours faithfully

A handwritten signature in cursive script that reads "Trevor Browning". The signature is written in dark ink and is positioned to the left of the printed name below it.

Trevor Browning