



25/08/07

The Secretary
Senate Community Affairs Committee
PO Box 6100
Parliament House
Canberra ACT 2600

Dear Sir,

Please find enclosed a copy of the letter I have sent to the Western Australian Electricity company Synergy voicing my complaint about increasing the cost of electricity for Smartpower users. As stated in my letter, if there has to be an increase which wasn't supposed to happen until 2009, why are Smartpower users singled out and why now? I chose to have a Smartpower meter installed at a cost to me to enable me to save on energy costs as I'm a retiree and with the cost of living already increasing at a rapid rate this is going to make it more difficult to manage financially.

Sincerely

A handwritten signature in dark ink, appearing to read "Roberta Stabler".

ROBERTA STABLER

24/08/07

Mr G Roberts
Retail Sales and Customer Service
Synergy
GPO Box K851
Perth WA 6842

Cc- Senate Community Affairs committee
Diane Guise. Local member

Dear Mr Roberts,

I just received your letter advising me of the rate increase of my Smartpower meter; it's not even a small increase but quite a substantial one. I strongly object to this increase and think it's grossly unfair as I have paid a lot of money just to get this meter installed so I could save some money on electricity. Why is it that only the rates for Smartpower meter people has been increased and not an increase across the board for everyone which would be the only fair thing to do? We are being singled out and penalized for being energy conscious. I would predict that in the very near future my electricity bill will be equal to the normal rates or even surpass it if I didn't have this Smartpower meter even though you claim I will still be saving at the moment. I already maximize all my electrical usage for major appliances to Off-Peak times but some things cannot be changed e.g. Fridge/freezers and I have gas for cooking purposes, a wood heater and solar hotwater system.

I'm sure it would be greatly appreciated by ALL Smartpower meter clients if you re-think your decision to increase your costs.

Sincerely



ROBERTA STABLER

23 August 2007

Dear Ms Stabler

Synergy SmartPower™ rates will change from 1 October 2007

SmartPower™ rates have remained the same for the past 7 years, but I'm sure you understand, we can't fix rates at 2000 prices forever while energy costs continue to rise. That's why SmartPower rates will change from 1 October 2007.

The following table shows your new SmartPower rates

| Period | Current rate (incl. GST) | Rate from 1 October 2007 (incl. GST) |
|------------------|-------------------------------------|---|
| Off-peak | 6.56 c/kWh | 7.22 c/kWh |
| Weekend shoulder | 9.84 c/kWh | 11.32 c/kWh |
| Weekday shoulder | 13.12 c/kWh | 15.42 c/kWh |
| Peak | 20.22 c/kWh | 25.28 c/kWh |

To see how this change will impact you, simply have your current bill handy, then visit www.synergyenergy.com.au/checksmartpower to use our online savings calculator.

It still does pay to be smart about power

Now the difference between peak and off-peak rates is greater, it's even smarter to shift your electricity use to off-peak periods to maximise your SmartPower savings.