

**Sent:** Sunday, 27 August 2006 8:47 PM  
**To:** Economics, Committee (SEN)  
**Subject:** fuel prices

Dear Members

On the morning of Thursday 22 June, when I had finished my shift at work I went to get petrol from the Mt Ommaney caltex/woolworths service station. It was approximately 11.15am. They had a sign out the front stating that there was no unleaded available, so I decided to go to the Oxley caltex/woolworths servo on Blunder road. I got there at 11.35am to find all their unleaded bowsers locked with padlocks, I then decided to go to Richlands caltex/woolworths and arrived there at approx 12.20pm. They had orange out of order signs on all their unleaded bowsers. These servos all advertised their fuel price at \$1.16 per litre after discount at this time in the morning. As I was unable to purchase petrol I came home. I went again this afternoon to see if the Mt Ommaney had petrol and they did. But this afternoon it was priced at \$1.31 per litre after the discount. I cannot understand how 3 local servos all "ran" out of petrol at about the same time on the same day.

After this episode, I sent an email to Caltex head office explaining the above information. This is the email I received from them *"Thank you for your email. I have checked with our sites in the area, and the Caltex Starmart in Oxley had ample stocks of all grades of fuel on the day in question. I am not certain about the site in Mt Ommaney though as it is a Woolworths service station not Caltex. I apologise for the inconvenience"*.

At the same I also contacted the ACCC as it has been in all the news items of late to make it known to them any problems that may occur with petrol prices. Their response was in the form a personal phone call. I was basically fobbed me off saying that it was a high possibility that all three servos had run out of petrol because it was so cheap. \$1.16 per litre. In actual fact I was made to feel like an idiot and was being put aside as "we" do not care. I have only ever reported what I felt was rather dubious behaviour. To me it seemed unusual that all three servos were closed to the public at the same time on the same day when they were all advertising the same price. I felt useless after speaking to this gentleman. He was a person in charge of petrol pricing. I forgot to get his name. It makes my suspicions a little stronger.

I hope you are able to use this information in your investigation into petrol prices fixing.

Christine Oag

Name: Christine Oag

Area Of Interest: Customer Enquiries/Complaints

Comments:

I wish to make a complaint about your service stations. I am wanting to be reimbursed \$35.00 for the hour and a bit it took me to run around to three different service stations today to get fuel for my car. I arrived at Mt Ommaney at 11.16am to find a sign saying our of unleaded, then I drove to Oxley as I need petrol and always buy caltex. They did not have a sign up at 11.47am but had all the bowsers padlocked. I then went to Richlands 12.25pm to find they had out of order on all of their unleaded bowsers. I want to be reimbursed for the amount of time it took me to run around and make my fuel even lower than it already was. I am very unhappy that all 3 local servos were out of fuel and want something done about it...

Mrs Christine Oag