

From: qpcwebsite@qpc.qld.gov.au
To: [Enquiry](#)
Subject: New submission from Contact Us
Date: Tuesday, 16 February 2016 2:41:12 PM

Name

Ms. Jewel Vercoe Rainbow



Email



Brief description of your enquiry

I wish to alert the Commission to exorbitant service fee charges that have at least doubled the amount owed on Ergon Energy bills in Queensland. I have been one of the state's most energy-conscious electricity consumers, yet Ergon has added an exorbitant 'Services' surcharge to my bills, for the past year or more - claiming it to be for the cost of maintaining poles and wires (that were replaced years ago and not in the past year) - in what amounts to a shocking blatant apparent rip-off of customers, including those on low incomes, who have been making the effort to minimise their electricity consumption. These customers should be refunded the amount of money, in excess of their actual electricity bills, that they have had to pay over the past year or more.

Account Number	Billing Period	Tariff Component	Days	kWh	Cost per kWh (exc GST)	GST	Total Inc GST
09	11/06/15 to 11/12/15	All Consumption Service fee	85	344	22.238	\$8.14	\$29.53
						\$9.07	\$99.79
	11/06/15 to 11/12/15	All Consumption		320	18.872	\$6.04	\$66.43
				464		\$23.25	\$296.75
						\$0.57	\$4.26
						\$4.80CR	\$74.75CR
						\$4.23CR	\$48.49CR