

## **COSTLY PAPER BILL**

LIKE Gary Hayward, (Letters, 27/9), I received a letter from our electricity supplier, Energy Australia, advising of new charges for customers who require a paper bill or wish to pay their accounts at a post office. And I remember the government telling us electricity costs would be reduced – what a load of rubbish. Energy and supply charges were increased on July 1 by Energy Australia and now they have the hide to slap us with “Service Charges” from November 1 just to give them our money.

The letter says concession card holders including pensioners will be exempt from the \$1.69 paper bill fee and \$1.91 Australia Post payment fee but this statement is incorrect and misleading as CSHC concession card holders will not be exempt as I found out by telephoning them. The letter should have said “some concession card holders” as only some will be exempt, not all.

I am the first to admit that emailed bills are ideal but just because some customers do not have a computer and email address they should not be forced to pay these new charges in my opinion.

**Ian King, Warners Bay**