Thank you for the opportunity to provide feedback new protections for single property network customers.

The one glaring fault with the legislation is the assumption that all residential electricity consumers are customers of Synergy or Horizon. With a lot of new and incoming providers entering the market this is not the case.

I live in [redacted]. It is approximately two thirds over 55's permanent residents (120 in all) and one third semi-permanent and tourist plots. The permanent resident's homes are owned and the land is on a 5-year lease. All of the permanent residents have separate electricity meters.

The provider that the owner of the park chose was Alinta as he says that by comparison, they offered him the best price for his needs. This means that today 25th September 2026 he is charging permanent residents 46 cents per kwh (which is his compromise average of 41cents off peak and 51 cents on peak as he has no way of measuring this for residents).

After reading and trying to understand all the current legislation that pertains to us and trying to make sense of it I asked the owner of the park about changing to Synergy as this way the permanent residents section of the park who range in ages from 55 to 105 would only be charged the going residential electricity rate and he said that it was not an option because it meant that he personally would have to pay the difference between the residential and commercial cost for the residents and "there was NO WAY he was going to wear that cost".

Another consideration is that Alinta I found out in my research is a wholly foreign owned company now that seems to be able to take advantage of vulnerable residents of Western Australia with no financial outlay or input in to the infrastructure and growth of the electricity network/grid and take its profits off shore. Please excuse my ignorance if my understanding is faulty.

The owner of the park has also taken up about 95% of the available allotment of solar panels for the whole site for his own personal use with is a saving not passed on to permanent residents. Tourist's plots do not pay separately for electricity so there is a notable difference of people using heating and cooling in extreme temperatures. As an example with average consumption in winter our cost, bearing in mind we are aged pensioners on a fixed income is $100.00 per week.

Also, regarding the 12 months back charging for increases. We received a letter in August 2025 saying that the electricity prices were going to increase significantly. At the time we were paying 35 cents per kwh. This was not actioned for just under 12 months, I

do not know why, when all of a sudden within the 12 month cut-off time he said that he had forgotten to increase our price paid for electricity. It was immediately put up to 46 cents per kwh and we were back charged for 12 months of increased cost. This caused a lot of hardship for residents and I feel should be changed to 4 months in line with other states of Australia.

The other issue I want to bring to your attention is the maintenance of the meters. When talking to residents the meter readings are widely inconsistent compared to apparent use. When I asked the owner about the meter calibration being checked he said that I would have to source my own electrician to this, even though current legislation says it the park owner has to supply the name of a qualified person to do this, and in all his years there has never been a meter that was wrong. On another note, when we had to get an RCD put in to our residence a couple of years ago the electrician said that the RCD in the electricity pole owned by the park that our house is attached to had a faulty RCD that did not work and it was a common fault in the park. I feel there should be something added to the legislation for the need to regularly maintain the meters by the owner of the parks.

Another issue that I had with the legislation was how do I know if the park is a MPN or a SPN. Even though the brochures that I sourced from Consumer Protection were helpful I found that finding all the relevant information impossible and not in just one document the spelled out simply what all of my rights and obligations were.

The last point that I want to make is that our park has just been sold to new owners and we have no idea what is going to happen in the future and I feel the safeguards need to be put in to the legislation when there is new ownership though the residents on the park and hopeful that circumstances can only change for the better for us and do not want to have this jeopardized if this is the case.

In conclusion apart form us reading the reporting our won meter readings to the office to be charged we have no control over the price we pay for electricity, can be charges the same as large commercial entities and there is no onus (other than work of mouth) on the on-provider to prove that the price we are paying is fair and reasonable compared to his cost as the law states.

Thank you for reading my feedback and opinions and I hope that I have been of some help to you and help to all of my fellow residential park home owners.

Yours sincerely,