

## Retail Market Review Response

Hi,

I have always been of the opinion that the major players in this industry make everything too complicated. Even as a Teacher, I find it hard to follow the tariffs and the way they show your bill with various prices for different amounts used and how items are charged ahead of what you use. Surely there must be a simpler method that is clearly transparent to all ages and abilities.

How come the tariffs are always changing? Surely this is a money making exercise for the major players. When prices go up, they go up fast, when they come down its slow and seldom go below a previous level.

Excuses of the past about market fluctuations are no longer satisfactory. A more transparent approach is required.

[REDACTED]