

From: Krys Mago [REDACTED]
Sent: Wednesday, 15 December 2021 11:01 AM
To: AER Inquiry <aerinqury@aer.gov.au>
Subject: Customers to foot the bill?!

To Whom it may concern,

I find it absolutely deplorable that customers sat in the dark for weeks with no power, lost food, had no warmth and local businesses lost perishable goods through no fault of their own during the storm; and now SP Ausnet is trying to charge customers extra on their bills in order to recoup the cost of the repair bill.

In what way does this seem fair? In what way is this possibly justifiable? SP Ausnet never maintained their wiring and poles to begin with and now because they were severely damaged during a natural occurring storm SP Ausnet want to fix it all and then charge its customers.

Please explain to the public why the cost of repair be covered under the recently-announced \$73 million state government fund to help with ongoing storm recovery from June?
Or why the \$750 million Powerline Bushfire Safety program can't be used to help cover the cost of repairs instead of punishing customers further?

It's an absolute out rage, that SP Ausnet are treating its customers like their own bank.

Thank you for your time.

Kind Regards
Krystal Harwood