Dear Sir/Madam,

I live in Bonner in my own house.  I observe that there is no competition in Canberra for supply of utilities such as electricity and gas. Only ACTEWAgl supplies the requirements in a monopolistic manner. Unfortunately for us (consumers) there is no other choice than to use ACTEWAgl supplies.

I have 4 KW solar power panels installed on my house roof, but the reimbursement provided to us for generation of such electricity is less than what has been charged .  There are many households who have solar power panels installed and all power generated being transferred to the ACTEWagl grid. Alternatively, the customers should be allowed to use the generated energy first and revert to the further requirement from the grid under 'NET' usage. currently the only provision available is 'Gross' usage in which what ever energy has been generated by solar panels need to be sent to the provider's grid.

We agree with the AER’s observation that the investment costs are coming down and recently the carbon tax has been removed, it is not clear which factors are influencing AGTEWAgl to increase the charges?

I sincerely believe that this is ACTEWAgl’s outlook is only to increase their profits rather than running the business in more ethical manner with modest profits and customer service as focus.

Thanks and regards

**Santhosh Dorairajan**

Resident of Canberra