

Matthew Harrison

From: Stuart Martin [REDACTED]
Sent: 20 March 2019 12:06
To: [REDACTED]
Subject: Comments on E1392G Draft Decision - Cost Pass-through for Uncontrollable Costs of Guernsey Electricity Limited 2019

[REDACTED] [REDACTED]

Dear Sir/Madam

May I please add my comments to the draft proposal for Guernsey Electricity to increase the cost of power in 2019 to recover 'historic uncontrollable costs'.

I have already added my opinion to the online consultation run by GEC where Mr Bates spoke about increasing standing charges and would like to do the same in this instance. In GEC's video they state they would like to increase the standing charges – 'tariffs' for low and medium users of electricity and lower them for high users. I find this to be totally unfair and against what seems to be this States of Guernsey's favourite saying this term of 'User Pays'.

My immediate neighbours and I are all low energy users, we hang out clothes on the line to dry rather than use a tumble dryer, turn everything off where possible and are a small drain on the grid, etc. yet already pay the same standing charges as everyone else. To raise the tariff/standing charge we would then be penalised for having low energy use and absolutely no way of keeping our bills any lower by already using as little as we can. Others who use large amounts of electricity will be having lower monthly bills according to GEC, how can this be fair as they are more of a drain to the grid and use more kWh's? One other neighbour has also made me aware that he gets a special rate of electricity as he installed electrical heating – meaning GEC are subsidising his electrical use at my and others expense. Why should his kWh cost be less than mine – he's more of a drain to the grid and yet gets cheaper running costs as he chose electric over oil and gas? The kWh cost should be what it costs to produce – not lower than cost. I believe they are doing this to make electrical heating more attractive to get people to install it in the first place, surely that is an abuse of their position, being the only main electrical company on the island?

In my opinion the kWh rate should increase instead of a higher fixed standing charge. Users will pay slightly more for a unit consumed but the less they use the more they can save, meaning bills can be slightly more manageable and much fairer. Isn't the reason we are in this situation to recover the higher cost of producing power - users should pay a proper kWh rate and not fixed charges that penalise you for lower use.

Personally, I also feel that Guernsey Electricity has been very poorly run in recent years. One example being the lane I live in was dug up by GEC for approx. 6 months last year to fix a fault. GEC fixed the initial fault then used external contractors – Trant to do the rest of the works replacing the under capacity cabling as they now outsource that road dept. There were times where no staff were present for multiple days at a time while residents had little or no access to their homes. I made multiple calls to GEC regarding this and got passed from department to department with no one handling the call or able to get the contractors back on site. Talking to Trant staff doing the work, they were just as frustrated as householders in the area due to the poor management at GEC and the lack of investment in the electrical infrastructure. If you want to see the outcome of how many power cuts and disruption to our area just take a drive along the Villocq Lane. It seems every time I go out around the island there is yet another road closed due to a 'cable fault'. Could GEC be using these as an excuse to upgrade their network in readiness for electrical cars and the increased load that would bring and then making it look like their costs have increased?

To also see that GEC have invested in solar on their building by using customers money – but they now want to put low energy users tariffs just feels plain wrong to me.

Lastly, TRP increases, Parish rates, water waste and general waste (sack and annual charges) are really starting to really hurt the households in Guernsey. It's got to the point where it is becoming difficult to pay bills each month, I

have personally had to call to ask for more time to pay recent bills as we simply couldn't afford to pay them that month and I foresee it only getting worse, especially if GEC get their way.

Apologies for the long email but I felt I had to get my comments added to your feedback, if we don't participate in these consultations you won' be aware of how it affects us.

Please feel free to contact me if you would like any more feedback, I'd be happy to help.

Best regards

Stuart Martin.

