

The Commerce Commission
Wellington



Dear Sir/Madam

The Lines Company TeKuiti Pricing Review (TLC)

I wish to make submission as requested by your email.

TLC has only 24000 customers and service a area of some 180 square kilometers..
I feel that TLC is spending money unnecessary on unrelated industries..

1. TLC have brought into other companies, some of which over the years have gone into Receivership
2. The Wages that they are paying the CEO, engineer etc are well over the top for such a small company
3. Over the years we have complained to various authorities and the Government about the cost to the elderly and how TLC pricing have affected this King Country Area but to no avail, and that has affected our population and businesses.(You have some of these complaints...)
4. If we complain to TLC we either do not get an answer or the answer is worded to such an extent you need to be a lawyer to explain it to you.
TLC also refer us to their web site.
There a lot of elderly and beneficiaries do not have a computer or a smart phone that is connected to system and it not fair on those people.
5. The northern TLC area get a better deal that us in the south..
le- a. We have no say in the elections that take place
b. The north get a refund every year, we in the south do not.
c. We in the south feel that we are subsidizing those in the north.....
d. I have always thought that if we are a customer of a trust that owns a company we should have the right to have a customer representative.
6. a. TLC have taken away the ripple control for hot water, and replaced it (as TLC say) a 20 cents per kwh for heating hot water....
b. The hot water rate is included in the ordinary rate and is not listed as a

2/-

separate rate on our account,

- C Hot water creates most of the money spent in a house hold budget
- d. TLC used to have a static monthly price metering and no daily charge.
Now TLC are charging daily charge of 0.1667 and a meter charge daily 0.2667.
A lot of the elderly have no way of understanding this charges and I think it would be prudent to go back to the monthly charge.

In conclusion I think the TLC pricing ground area should be made to split the company into three areas, and be forced to sell so we can get a better price per customer.

Also New Zealand has 29 lines companies , which is more than we need for our small population..

I really think all that is required, is 3 to 4 lines companies in the North Island and 1 or 2 in the south Island.

Yours Faithfully

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