

From: ilene wicks <[REDACTED]>
Sent: Thursday, 23 January 2020 12:17 PM
To: Energy Reform
Subject: Wicks at manufactured home park

To whom it may concern,

My name is Mrs Ilene wicks and I currently reside with my husband Desmond Alan Wicks at [REDACTED]
[REDACTED]

We live under the relocatable homes park rules in an imbedded system and have resided here since November 2014.

We installed immediately February 2015 a 3kw solar panel system under the owners at the time who gave us a good return of 24kwh on the excess power returned to the main grid which as explained at the time also gave the village extra power supply as the main grid power through energex was limited in this area. Several other residents did the same and the combined excess power we were told was not enough to go back to the main grid but helped with the supply within the village so it was a win win situation.

Owners have since changed and no money is paid for excess power returned to the grid so we now only benefit by using the power as it comes off the roof. Only the import section of the meter is read and the export side is not taken into account at all.

We consulted the local member, you and legal aid and we didn't have a leg to stand on.

These embedded systems supposedly give cheaper power to residents as well, after pushing the issue and getting management to post on residents notice board their power bill so we can check for overcharges didn't gain us much either. Their account is so complicated to understand you cannot work out if you're getting overcharged or not.

I checked with the legal authorities for a system of charging they had to follow but none exist.

We are pensioners with absolutely no way to protect ourselves within this system and no rights or even no one to consult with to overcome this type of roting. How to improve this system is complex but is desperately needed NOW.

yours sincerely

Ilene & Des wicks.

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