

[REDACTED]

From: [REDACTED]
Sent: Thursday, 30 January 2020 8:41 PM
To: Energy Reform
Subject: Regulatory Impact Statement - Embedded Networks
Attachments: [REDACTED]

[REDACTED]

Good day,

My name is [REDACTED] and I live in the state electorate of [REDACTED],
I would like to provide my situation to the Queensland Government regarding my experience of dealing with an embedded network and how the industry needs to be improved when it comes to dispute resolution for residential embedded network customers.

My experience with dealing with an embedded network can be simply be summed up to as being horrible. I have tried to find multiple avenues of support. Industry partners whom I have reached out for assistance such as EWOQ, AER, ACCC, State Member, QLD Office of Fair Trading and my service provider. For whichever avenue I have approached, I was advised that it's nothing that we can do to help you and that it was a State or Federal problem.

For reference to this consultation paper, my Unit complex is [REDACTED]
[REDACTED]. the Embedded Network is [REDACTED] and the provider that I made an attempt to switch with is [REDACTED]

My experience with dealing with industry partners is summed up as being horrible. My backstory is that the body corporate forced myself, a Renter within a multi-dwelling unit complex into an agreement of an energy company that was not my choice. The energy provider [REDACTED] made promises that they couldn't keep and said that once the Power of Choice legalisation changed I would have access to whatever electricity company I wish to sign up to. I managed after 5 months of trying, completed the transition out of the embedded network to which then the owner of the property sold the premises and the new owner wanted to move in. I was only connected outside the network for a period of 4 days.

Although I had a choice to move to a single dwelling property after my lease expired, I elected to relocate unit numbers as I could not afford a single dwelling property to which I was reluctantly forced back into the embedded network. To date, I have attempted over 8 electricity service providers (to the likes of Origin Energy, AGL, Simply Energy, Click Energy, Dodo Energy to name a few) to which they are unable to transfer me out of an embedded network even though under the AER power of choice, I can choose my own provider. Either the provider didn't have the technology to do so or didn't know what I meant about an embedded network

During my first 5 months at my previous unit, I was privileged to convince EWOQ though the complaint case process to assist me in getting out of the network through AGL. However, EWOQ was only able to speak with the gaining electricity provider rather than working with both companies. I have to admit, this made it quite difficult for all parties involved to arrange the transition from an embedded network to normal retail service.

Do I think that EWOQ should be able to assist in dispute resolutions in an embedded network with the retailer who provides services for residential and small commercial - Yes, however, I think that the AER and ACC should take the burden off the States and have a national governing body as to like the Telecommunications Ombudsman. I believe that introducing Embedded Network providers into EWOQ is a start, but I believe that this should be a national issue. I believe that energy providers should be mandated in Queensland to not refuse a service when a customer is in an embedded network as to the Power of Choice Legalisation.

I do not believe that the consumer should have to pay for the dispute resolution service. And it should be at the cost of the Embedded Network Provider. It should be fairly spread across as if it was the same conditions as a standard retail contract.

Please see attached my complaint resolution to my response. I do have many emails as well however due to file restrictions I can't attach.

Happy to provide any further information or answer any other questions that you may have.

[REDACTED]