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**From:** Gail Artley [REDACTED]  
**Sent:** Saturday, 25 January 2020 8:55 PM  
**To:** Energy Reform  
**Subject:** Regulatory Impact Statement - Embedded Networks

To Whom it may Concern.

HOORAY. This is about time.

Over the last approximately 16 months, we have had an appallingly difficult time with our embedded supplier.

When it first happened, I rang the Ombudsman, and was told they could not help and to ring the BUGTA or BCCM.

I rang them and was told to ring the Energy Regulator (I think it was) and was told by them to ring somewhere else, who told me to ring the Electrical Ombudsman.

I did this round-a-bout a couple more times over various issues, but just gave up.

Last year our Body Corporate Committee Chairperson (without any notice) turned off the gas hot water service to some of the apartments here.

Mine was turned off for two full days and other people had their hot water turned off for five days.

The issue goes back to a change of committee in August or September, 2018.

We had a contract in place with one company to supply electricity, hot and cold water and read the meters.

The new committee changed to another company, but never cancelled the contract with the first company.

They told us we could continue to pay the old company if we showed proof of this. This I did. However, this changed after a few months and we began to receive threatening letters and threats to cut off our electricity.

We continued to pay our old electricity supplier, because we thought that our committee would go back to them.

Then, in April 2019, suddenly, without any warning, we had no hot water.

The new company said it was at the strict instructions of the chairperson, and until we paid the new company in full for the amounts from September to April, we would not get our hot water reconnected.

That means, we have paid in full, amounts owing from September 2018 to April 2019, to TWO different companies for the SAME POWER, HOT AND COLD WATER.

I have written to our committee, because BOTH companies reimbursed the committee from our payments, but have not had a reply.

I paid \$1,534.05 to our first company and had to pay RMS/HUM, immediately, \$1012.09, before reconnection.

I am an aged pensioner and it was difficult to get the money to them by the deadline of 3:00pm.

I have requested payment of the first amount, because RMS/HUM is the company the committee wanted us to pay.

RMS/HUM had access to read the meters, from our Body Corporation Chairperson, whereas BTU had to 'guesstimate' the monthly amounts.

I can supply documents and evidence, but at such short notice, I thought it better to get a 'submission' in as soon as I could manage. If I am successful, I can provide them later.

It would be marvellous if we had somewhere to go, that didn't just tell us, "Sorry, but we can't help you".

I will be going away soon for a fortnight, so could you please send me acknowledgement, that you have received this?

Thank you.

Yours faithfully,  
(Ms.) Gail Artley.

P.S. I couldn't find the on-line submission form in your email or links, to fill in, so I am hoping that you accept this as a submission. Gail.

P.P.S. It would be wonderful if you could advise me as to where we could go to have the above situation dealt with. There are approximately six apartments involved, who have paid two amounts, to two different companies for the same provision of power, water etc. Gail.