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From: Dianne Bevan <[REDACTED]>
Sent: Monday, 27 January 2020 7:40 PM
To: Energy Reform
Cc: [REDACTED]
Subject: [REDACTED] CTS 31184

Categories: Green Category

Tons whom it may concern,

As an embedded network as no other company will be our embedded supplier due to unlicensed and uncertified electrician employed here on our common area including bores, septic pumps to pits, Hall wiring etc

He was employed to work here illegally by 3 members of the committee, who had private work on the houses and caravan park etc and got it paid from the communities levies. I reported this all to our body corp managers who did nothing. As a result of this, my house became live with electricity for 10 days, when the neighbour across the road pulled out his fuse, to be on solar only, which he illegally installed solar panels. Chairperson and secretary (who was meant to be new owner of caravan park. But wasn't) kept refusing to call electrician, as I was in hardship. And was main pole supply through village. I rang Ergon energy line and they came at 0030am to make my house safe as it was lit up like a xmas tree. Emergency team came at approximately 8am the same day. Report sent to ESO. Darryl Stattman. He came out to see me. Fined neighbour, Luke O'Hare for work with solar and his electrician who did false safety cert the day after the incident which happened on the 13th Nov 2018. I am telling you this as we now have Robert Waterhouse as our "Honorary Embedded Network Manager" who stole \$5000.00 of electricity by not giving readings for caravan park and a house, for years, but banked the money every week in the banking for caravan park. And then had \$3600.00 cash in filing cabinet. 6 months later the supposed new owner, Nikki Robertson banked \$5000.00 in Nov 2017 as "found in caravan park" on the audit report, when she knew Robert had been stealing electricity and tried to hide it. She was the Secretary. Robert Waterhouse is now an invited in Chairperson, secretary and treasurer and is posting out threatening letters saying debt will go to lawyers who will charge fees of \$275.00 if monthly bills are not paid in 30 days and also first letters are registered post \$5.40 added to bill. I have received 2 of these and I'm in credit. He runs the embedded network billing with no knowledge of his legal obligations of any of his positions he holds. He was also one of the people who got the illegal electrician, Matty, on Eso report, to work in the community and Vandalized our hall roof.

My question to you is how is a person like Robert Waterhouse able to be an embedded manager, and how can we be just billed by Ergon. The debt process is not complied or even understood by Robert Waterhouse as he stole electricity and got away with it. I say shame on him. So what are you doing to check the embedded network managers are doing their job correctly? I worked for Contact Energy for 5 years and have tried to explain the Network Policy to him. But he runs it how he wants to with favouritism to some of us here, but does not return my phone calls. He has also broken ombudsman laws and body corp commissioner law, CMS.

We need an easier process when we contact you. Do please look at this ! I have tried to get help from a lot of govt departments, court office, no free law assistance as I live in my own home, on disability benefit. Please .make the complaint process free. No filling in heaps of forms, make your investigation process quick, and informative. And allow information to be given, not like body corp ombudsman who will not give information, but an illegal committee who makes decisions without community knowing.

Please contact me if you wish.

Dianne Bevan.