

[REDACTED]

From: Sandy Robertson <[REDACTED]>
Sent: Monday, 27 January 2020 7:32 PM
To: Energy Reform
Subject: Regulatory Impact Statement - Embedded Networks

Categories: Green Category

From: Alexander Robertson [REDACTED]
Monday 27th January, 2020.
To: [REDACTED]
Regulatory Impact Statement - Embedded Networks

Answer to Question 1.

At [REDACTED] there are 159 apartments and a dispute between the Body Corporate Committee and the reseller, with a number of owners requesting the Ombudsman's assistance to review contractual arrangements and help settle the dispute, where two resellers have been appointed to do the same job, leading to the overcharging of energy to a number of lots.

The Ombudsman was also asked for advice and assistance when owners had utilities cut off by the Body Corporate Committee during this dispute.

As an Embedded Network, owners and residents were unable to source information, assistance, advice or help from anyone, and were pushed from one department or organisation to the next with no positive outcome.

Answer to Question 2.

There is no mechanism for complaints by owners and residents at resorts like [REDACTED], with an Embedded Network. In our case, the BCCM Commissioner, sent us to the Ombudsman, the Ombudsman sent us to the energy reseller, who sent us to the Body Corporate Committee, who sent us to the BCCM. Qcat were not interested as it is a Body Corporate.

We currently have no avenue for complaints and have been charged twice for our energy and have had our energy cut off (gas hot water heating) forcing us to pay twice. We have tried with every avenue and have been told that because we have an Embedded Network, we are unable to be helped or advised in this matter. There is no mechanism for us.

We currently have a claim in with our Body Corporate Committee for a refund of one of the double-billed amounts which is \$1616.23. We have not heard from them, as yet.

Answer to Question 3.

The Body Corporate Committees and Body Corporate Management Companies who need to clearly understand the rules and legislation around supply and billing of energy.

Answer to Question 4.

Given that there is currently no avenue for complaints with an Embedded Network, even one complaint makes it reasonable for changing the current system.

Answer to Question 5.

Yes, anyone involved in the supply and billing of energy should have an avenue for complaints to be heard and managed via the Ombudsman.

Answer to Question 6.

Yes. As part of their service level agreement, costs to include participation in the regulations for their industry, should be part of their business. This occurs in the telecommunications industry, so it should be the same with energy (gas and electricity).

Answer to Question 7.

Yes. I believe the proportionate fees are reasonable. It helps energy resellers and suppliers to act on complaints and mediate to ensure the costs do not escalate.

Answer to Question 8.

Perhaps a fee for vexatious complaints by residents so that the Ombudsman is not overwhelmed with the usual Body Corporate disputes that may have escalated. It may cause people to think twice if there is a possibility that they may be charged for frivolous complaints.

Alexander Robertson,

