

Response to a Question on Notice received from Ms Diana Holy, Director, Policy & Strategy, Better Regulation Division, Department of Customer Service following the public hearing held on 18 August 2022

Question:

The CHAIR: How many people at this point in time across New South Wales do we have in embedded networks? How many customers? How many clients? How many residential buildings, ultimately, do you understand are captured within an embedded network at this point in time across New South Wales?

JOHN TANSEY: Mr Williams, I don't think that's something we would necessarily record. I'm happy to take on notice that question you asked about the number of complaints. I'm happy to do a little bit more detailed work on the specific numbers. As Katerina said, we believe they're very low. But I'm happy to—

The CHAIR: No complaints?

JOHN TANSEY: No, I said we believe they're very low. But we're happy to get specific details on that and provide it back to the Committee so you have the advantage of the information that we do

Answer:

Between 1 January 2021 and 30 August 2022, the Department received 3 complaints and 26 inquiries about embedded networks.