

**Submission
No 5**

EMBEDDED NETWORKS IN NEW SOUTH WALES

Name: Name suppressed
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Partially
Confidential

Ray Williams MP Thanks for raising this issue.

I bought an off the plan unit and I was not told anything about the embedded network. I was told that all the services provided in the building is the embedded network and that was my first time hearing it. I realised that I'm stuck with the one provider for energy and gas and there is no negotiation in the prices.

Yes I was told that I could change the provider IF other providers would accept me which I could not find anyone who would because it is very complicated as I have to pay for the service to the embedded network and pay for usage to the other provider. All buyers should have been told when they signed the contract. I signed to purchase the unit , not the embedded services.

It is important part to consider when we rent or buy a unit as those are on going payment. I've been told that only way that I get out of the embedded network services is to move out.

There is no freedom on choices in the embedded network and the customers don't get advised that they are signing for the embedded network services. The electricity and gas prices are rising now and I cannot compare the prices and choose the best option for myself because I'm stuck to the company that I was forced into. This is not Australian.

Hope this issue is reviewed throughly and help the existing and future customers. Simply we should be able to compare prices and choose own providers or should be advised prior to signing the contract of sales or lease.

Also now the government is promoting the rebates for solar panel energy which only apply to people who could afford to buy houses. They are developing new suburbs with high rise buildings which cannot have solar panels installed. But the new buildings often have embedded networks which is not advertised when they are selling the units.

As the energy and gas bills are rising rapidly the people who bought the unit without being told are stuck with one provider. We do not have opportunities to compare prices for better deals or seek for government rebates for solar panels.

It the government really wants to help with the high energy and gas prices it should be targeted for people who cannot afford to buy houses but live in units.

And should also help people stuck with only one provider without their choice because of the embedded network.