

**Submission
No 39**

EMBEDDED NETWORKS IN NEW SOUTH WALES

Name: Mr Brian Bavin

Date Received: 12 July 2022

SUBMISSION REGARDING EMBEDDED NETWORKS: **From Brian Bavin: Dated eighth of July 2022:**

I am a resident in a Land Lease Community at [REDACTED]. The community has three hundred and sixty sites. Homes numbered from one to two hundred and fifty four are in an embedded network operated by the park owner, the other home owners are able to purchase power from a vendor of their choosing.

Between 2012 and 2015 the then owner of the community [REDACTED] built one hundred and eighty 2/3-bedroom homes. Rather than invest in the upgrading of the electricity supply system they continued to use the embedded network system that was previously used for a caravan/camping site. As a result we only have 32amps to service what is a mini suburb. In 2017 a fellow resident and I raised an application at NCAT in an attempt to have the cost of our power reduced.

SUMMARY OF NCAT:

Between 2017 and 2019 we had countless hearings at NCAT [REDACTED] and their office in the city. We also sent a number of emails (all of which were ignored) to the then appropriate minister (Matt Kean).

Finally in August 2019 we were able to reach an agreement that reduced the cost of our power, and resulted in a number of homeowners receiving a refund. (Please note: our application was separate from [REDACTED])

NEGATIVE ASPECTS OF EMBEDDED NETWORK IN LAND LEASE COMMUNITIES:

- Residents are unable to “shop around” for better deals.
- Residents are not able to receive pensioners discounts
- Residents have been asked to have only one air conditioner as the system overloads, resulting in blackouts.
- A number of homeowners have been told that they cannot have solar panels installed in their homes.
- Residents are forced to rely on their park owner/operator for the supply of power to their homes.
- The embedded network system, has allowed owner/operators to take advantage of their residents. Over the last few years

developers of apartment blocks have also been able to on sell electricity to their tenants.

- If a resident in a Land Lease Community, falls into arrears with their electricity bills. The owner operator is allowed to send letters threatening termination of the residents' site agreement.

CHANGES THAT ARE REQUIRED TO ENSURE THAT RESIDENTS ARE NOT DISADVANTAGED:

- There needs to be a Government review of all aspects of the Embedded Network system.
- The NSW Government and the AER need to prevent new owners/operators of Ens from taking advantage of residents who buy homes in RLL Communities.

When we purchased our home back in 2013, we were not informed that we were required to purchase electricity from the owner/operator. I am concerned that incoming homeowners are still not being informed of information that will allow them to make an informed choice prior to proceeding with the purchase of a home.

From Brian Bavin

[REDACTED]

[REDACTED]

[REDACTED]