

**Supplementary  
Submission  
No 26a**

## **EMBEDDED NETWORKS IN NEW SOUTH WALES**

**Name:** Name suppressed

**Date Received:** 18 July 2022

Partially  
Confidential

**From:** [REDACTED]  
**Sent:** Friday, 15 July 2022 10:02 PM  
**To:** lawsafety <[lawsafety@parliament.nsw.gov.au](mailto:lawsafety@parliament.nsw.gov.au)>  
**Subject:** Further information to be added to my inquiry submission for embedded network

*To Whom It May Concern,*

*I would like to add the following information to my submission to the Embedded Network Inquiry.*

*My family is now spending approximately \$1500 more quarterly for our 3 bedroom apartment in parramatta due to the embedded network - in comparison to our previous home in Box Hill which was 2 stories, had 4 bedrooms and 2 bathrooms.*

*Our bills total around \$300 per month - and water "consumption" equates to over 1/3 of our bill.*

*We are a family of 3, with one registered for Life Support and thus we must keep the air conditioning on to regulate temperature 24/7, and an oxygen machine is also in use.*

*These medical needs are noted in our complaint to EWON as per below, and is acknowledged by Energy Trade. However Energy Trade's response was for us to turn off the air conditioning – despite them knowing it was critical for to have the temperature regulated.*

- Energy Trade acknowledge electricity usage on the bills is reasonably high, however note that the higher energy usage may relate to use of the air conditioner. [REDACTED] is registered for Life Support as she requires the air conditioner on 24 hours a day to regulate her body temperature, as well as an oxygen machine,

*We cannot afford to continue paying at this rate and are investigating breaking our lease. However, this will come at a cost. The cost to break the lease – but also moving expenses etc. Money we do not have.*

*If we had known that we would be paying \$6,000 MORE per year for standard utilities – we never would have moved into this apartment.*

Kind regards  
[REDACTED]