

## **My Experiences**

I've been a resident in an apartment block for seven years.

We get our electricity through an Embedded Network Supplier.

When I first moved in, I really liked it because I could login and look at my usage by the hour, day, or week etc. I could then adjust my usage if I wanted to.

After around four years, the ENS changed and I can no longer view my usage in that way.

As a result, I feel that we've gone backwards.

Additionally, no explanation was provided by the Suppliers, the Council of Owners, or our Strata Management Company. This remained the case after I queried the situation.

Currently, I can login and look at the bill, pertaining to my apartment, before it is sent to the Strata Management Company (which then re-formats the bill, adds an administration fee, and then forwards the amended bill to me).

I do not feel that there has ever been any clear communication with residents regarding how our electricity is provided or billed. Or what we can do if we have a query.

In fact, I feel completely at the mercy of the Supplier and our Strata Management Company (who are rarely helpful).

## **My Thoughts**

I think Embedded Network Suppliers should be licensed.

I think it should be compulsory for all residents to be advised of how their electricity is supplied, what an Embedded Network is, how they can monitor their usage, how they are billed, and what they can do if they have a query.

I also think that residents of apartment blocks should be billed directly by the Supplier (it is very annoying to have to pay the Strata Management Company an additional administration fee for re-issuing the bill).

Residents of apartment blocks need access to an Ombudsman.