

From: [REDACTED]
To: [EPWA - Submissions](#)
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To whom it may concern

As an owner in an Apartment Complex with an Embedded Electrical System (which by the way Owners are saddled with a 5 year contract I understand) is at the mercy of an entity who has zero customer service and on the surface a do not care attitude.

Regretably these systems are installed by Developers to suit them as more expedient for their purposes with a done deal the Owners are locked into a contract they have not signed which is for a lengthy term.

Despite the need to constantly enquire on the status of an enquiry the require several follow up reminders and eventually a condescending reply received starting with the most used and abused word in the English language "we apologise " which is of little or no relevance.

They have customers left with few options but to bide their time in the hope at some stage a response will be received.They need to be held accountable.

To top it all off this entity have since the Complex first occupied (March 2020) have not rebated/ credited the Strata Account for Common Area electricity use for the installation of Solar Panels.This is under review with the supplier allegedly as state"looking into the matter".This has been taking place over several months.

This cannot be totally blamed on the supplier with the Strata Manager at the time complicit by failing to provide competent management systems and a Council of Owners who possibly dropped the ball.

To complicate the supply issue believe meters owned by the Embedded Network should a customer wish to switch to Synergy the big question is "ownership" of the equipment.

Have not mentioned the Strata Complex name or who the supplier is as I am a single owner out of many.A contact number listed below.If anything further required feel free to contact me.

Cheers

[REDACTED]

Sent from my iPad