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Your submission for this review:

<https://www.smh.com.au/national/nsw/apartments-locked-into-higher-power-bills-after-developers-partner-with-retailers-20230720-p5dpvr.html> My name is [REDACTED] Graham and I wish this to be a written submission to the Parliamentary Enquiry on behalf of my son [REDACTED] Graham, a [REDACTED] old young man with severe physical disabilities. [REDACTED] moved into a newly constructed building The [REDACTED] on [REDACTED]. [REDACTED] resides in a small 2 bedroom rented unit owned by a group called [REDACTED] who have purchased 10 units in The [REDACTED] on the ground floor. [REDACTED] has six modified units for people with high physical needs and 4 units for people with accessible needs. I wish to make clear that [REDACTED] has listened to our concerns at all times and [REDACTED] Graham is very happy living at the [REDACTED]. The Facts and Background. [REDACTED] unit electricity is part of an Embedded Network There appears no breakdown of electricity charges to heat the water in [REDACTED] uni on his bill to date. [REDACTED] Grahams bill remains proportionally higher than his support worker [REDACTED] whose electricity bill with Origin (no gas) covers 3 adults in a three bedroom suburban Sydney house, 3 TVs, 2 refrigerators and a ducted air conditioning. This is even after [REDACTED] Grahams rebates. We have compared these very closely. His bills are charged at continuous Peak Rate and showing to be at the usage level expected of a 4 person household. The meter has been checked. I have queried the billing and lack of variable rates with Origin, spending over 1.5 hours on the phone with Origin. I wrote to Origin CEO Mr Frank Calabria to raise this issue including the bills on 2.9.22 His office is clearly aware of the issue as I have been in touch on several occasions. Origin offered a reduction in kilowatt rate just for [REDACTED] Graham and asked me to sign a document which I refused as it is about all the tenants in the building. [REDACTED]