

I am writing this to make a complaint about Energy Trade and Embedded Energy Network's (EENs) in general. My daughter has recently bought a new off the plan unit (contract was exchanged on the 17 August 2020) as a first home buyer in NSW. When she signed the contract the real estate agents had not disclosed about this embedded energy network and no information about this was disclosed in the contract. We found out about this when we were looking for retailers who would supply gas and electricity at this property (settlement due on 2nd November 2020).

We are very unhappy and have a strong objection against this matter and would like to note the following:

- We have been completely left in the dark and neither the developer or the real estate agent disclosed this information to us before signing the contract
- It seems that the developer has saved costs and potentially made money by providing an EEN.
- EEN is a monopoly approach as we do not have any choice when it comes to picking retailers. We have approached Origin, AGL, Energy Australia and none of these retailers are able to supply to the apartment. They are only able to supply electricity and if they do so we still have to pay daily supply charges to Energy Trade.
- The catch is in the daily supply charges which are significantly higher than all other major retailers. There are no savings to be made at all.
- Energy Trade is charging us \$ 22.50 just to get connected to their network, whereas other major retailers are providing us with a \$150 credit to get connected for gas & electricity.
- No Energy retailers aside from Energy Trade have a per litre hot water rate. Is this hot water metering in line with metering standards followed nationwide? How does the hot water billing work when the consumer is using slightly warm water as opposed to hot water? The amount of gas consumed is not the same for all temperatures.
- They say we have flat daily cook-top charges, and unmetered usage, which does not mean any savings, we are not running restaurant/take-away or commercial kitchen, its two bedroom unit
- Energy Trade bills monthly as opposed to quarterly like all the other major retailers. Seems like they do this so people don't notice that they are getting ripped off on their electricity and gas.
- Although this unit is going to be owner occupied, if we wish to rent this in the future, potential tenants would be reluctant to live here as they do not have a choice for picking energy retailers
- We believe this could affect the resell value of the property in future

We would also like to ask the following questions:

- Why should property owners be bound to using only Energy Trade as their electricity and gas supplier when this information was never disclosed in the contract?
- What options do we have to exit this network as an individual unit owner or collectively (if all the unit owners decide to dump the EEN)?
- Is there any regulation or law that provides us with the choice of bypassing this EEN?
- How are real estate agents and property developers able to keep this silent until the contract has been signed by property buyers? Are there no regulations that prevent them from doing so?
- How could this be prevented so that no one else after us gets scammed into this type of network?
- Could we seek financial compensation and recover the costs associated with this?

Out of all of these comments the strongest objection we have is towards the per litre hot water rate. This is the biggest catch and money minting supply

Furthermore, I am not the only one that is complaining about Energy Trade and EENs in general. Please see the following link to look at other people's complaints which are in line with mine. <https://www.productreview.com.au/listings/energy-trade#reviews>

Each time anybody contacts energy trade regarding their rates, they have the same standard reply telling people to "use less hot water". How much less, does it mean that we don't have shower at all, still there is daily supply charge as well.

Should you have any questions or would like to speak to me about this matter please don't hesitate to contact me.

Regards,

Sarvesh Jilka

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