

**Submission
No 26**

EMBEDDED NETWORKS IN NEW SOUTH WALES

Name: Name suppressed

Date Received: 6 July 2022

Partially
Confidential

Hello

I've been an account holder on embedded network for a few months I didn't know what I was agreeing to when I signed the lease it wasn't explained

I get billed monthly for hot water charges not gas charges hot water charges which are by the litre how bills have double if quadrupled in size monthly since moving into this property due to the hot water charges I don't understand how they can bill you by the litre through hot water then we get charged by sydney water for usage

It doesn't make sense also I don't think it's fair to be choosing towards air conditioning or having a shower in the complex

Please find one of the attached bills

Also have taking them to the ombudsman and there's nothing can do in relation to way we are charged