

## Family outraged after dementia-stricken grandmother, 86, who lives in a nursing home is signed to account by energy company and hit with \$4,000 in bills

- Joan Ford was hit with energy bill despite living in Melbourne nursing home
- The 86-year-old was charged almost \$4,000 in bills by provider 1st Energy
- The concerned family contacted the energy provider but received a second bill
- Problem has been resolved by company and Mrs Ford was not required to pay

By ZOE ZACZEK FOR DAILY MAIL AUSTRALIA

PUBLISHED: 16:04 AEDT, 2 August 2018 | UPDATED: 17:24 AEDT, 2 August 2018

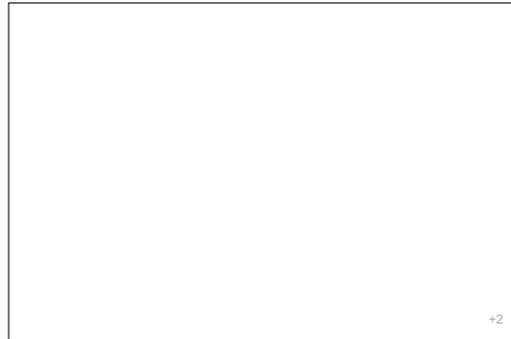
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A dementia-stricken woman living in a nursing home was unwillingly signed up to an energy company where she was slammed with almost \$4,000 in bills.

Joan Ford lives at the View Hills Manor nursing home in Endeavour Hills, Melbourne, where her residency fees cover all utilities.

In June, however, the 86-year-old mother was hit with a \$1,384 electricity bill from provider 1st Energy, ABC reported.



Joan Ford was hit with almost \$4,000 in energy bills from provider 1st Energy despite living in a nursing home

Ms Ford's daughter Patricia Matthys and son-in-law Mark Matthys were shocked to find the letter - which claimed energy was supplied in May - addressed to the unit at the nursing home.

Mr Matthys told ABC Radio Melbourne that his mother-in-law had no recollection of what the bill was for.

'How on earth would it even be possible to make up an account for a person who doesn't actually have anything to pay for?' Mr Matthys said.

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The confused family contacted the energy provider and were ensured that the problem had been fixed.

Despite their attempts, Ms Ford racked in a second bill for more than \$2,584 claiming the energy had been supplied between June and the beginning of July.

This bill was received on top of two reminder notices and a phone call from a collection agency.



The 86-year-old who lives at the View Hills Manor nursing home in Endeavour Hills, Melbourne, first received a \$1,384 electricity bill in June

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Mr Matthys said the incident was causing a lot of anxiety and stress to his mother-in-law who had been targeted through a phone call.

Cynthia Gebert, Victoria's energy and water ombudsman, said she didn't understand how the bill was calculated as nursing home units are not usually individually metered.

Ms Gebert recommended that vulnerable people should join the do-not-call register to avoid calls.

The problem has since been resolved by the company and Mrs Ford was not required to pay the bills.

A 1st Energy spokeswoman said the company had extended apologies for the administrative error and the inconvenience the family suffered.

'Due to human error the matter was unfortunately not fully remedied when initially picked up. It has now been fully resolved,' she said.



A 1st Energy spokesperson said the incident had been resolved and Mrs Ford was not required to pay for the bills

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► **Kevin Jonas and wife Danielle pack their car with gifts as they head off for the Christmas holidays with the kids It's time for the big Christmas getaway.**

► **Britney Spears stuns in strapless black top in suggestive clip for her perfume Prerogative which is part of her \$1B fragrance fortune**

► **Hilary Duff shows off her incredible post-baby figure in a plaid shirt and skinny jeans... after giving birth less than two months ago**

► **Selma Blair and son Arthur are seen packing up their Cadillac... before sharing cute Instagram photo from Santa Barbara trip**

► **Kelly Osbourne beams during outing with her beloved Tascap Pomeranian for last-minute Christmas shopping spree in West Hollywood**

► **Selena Gomez is rock star chic in graphic tee and ripped denim shirt... weeks after her release from mental facility**

► **Black Eyed Peas' Taboo claims Fergie turned down band reunion to work on her solo album**

► **Dita Von Teese, 46, shows off her ageless beauty in a form-hugging retro gown as she's spotted in Hollywood**

► **Kevin Hart gets trapped in a snow globe with his wife and kids for hilarious holiday photo... before ski trip in Aspen**

► **Amanda Bynes is back to her glamorous Hollywood style as she looks fantastic in black leather jacket and skintight leggings**

► **Married At First Sight star Craig Keller and his fiancée Katie Martin welcome a baby girl - and you'll never guess her name!**

► Aquaman gets off to strong start at the box office with \$13.7M from Thursday preview screenings

► Real Housewives Of Atlanta star NeNe Leakes is bundled up in Gucci in NYC... after husband Gregg receives devastating news about his cancer

► 'We're sick of waiting baby boy!' Skye Wheatley flaunts her huge belly in skimpy lingerie at 40 weeks pregnant

► 'A frightening reminder of the dangers of over-tweezing!' Claire Holt stares a throwback photo from her days starring on adventure series H2O: Just Add Water

► Ariana Grande, Cardi B, and Paul McCartney join in a celebrity-studded Carpool Karaoke for epic Christmas song mashup

► Helena Christensen, 49, fights off the winter chill in a gray puffy jacket and white scarf for low-key shopping trip

► Carrie Underwood reveals battle with pregnancy insomnia as she tweets in the middle of the night... before spending \$600 on make-up

► Rita Ora dresses up as Father Christmas to deliver presents and surprise patients with Idris Elba at children's hospitals in London

► Mighty Ducks star Vincent LaRusso files for divorce from wife Kathryn after three years of marriage

► Mother-daughter day out! Sophie Wessex looks cosy in a pink jumper as she's joined by Lady Louise, 15, at the International Horse Show in London

► 'It was so us and so perfect': Channel Seven's Abbey Gelmi recalls the moment her Sky News presenter beau Ben Way popped the question at Bondi

► 'I've been struggling with my confidence and skin': Love Island's Edyn Mac Mackenay reveals she's been 'in hiding' as she's devastated over suffering from acne

► 'Always and forever': Pregnant actress Teresa Palmer celebrates her fifth wedding anniversary with her director husband Mark Webber

► 'Who needs a fake bust when you've got this much fake tan?' Model Erin McNaught shows off her sun-kissed skin and taut stomach in a skimpy white triangle bikini

► Audrey Geisel, wife and 'quietest champion' of children's books author Dr. Seuss, has died aged 97

► Revealed: Meghan took Harry on a secret visit to the Grenfell community kitchen - in the same week that Adele made TWO separate trips

► Drew Barrymore shares crying photo to make a point about the 'not so pretty days'

► Cardi B's New Year's resolution? 'To 'reset' after split from husband Offset: 'There was a lot of good, a lot of bad, a lot of ugly all mixed together in 2018'

► Monica Lewinsky bundles up in New York City while out with a friend - after stressing the importance of learning from one's mistakes

► 'Happy birthday to this talented beauty': Elle Macpherson shares touching tribute to pal Cheyenne Tozzi as she turns 30

► The countdown is on! Heavily pregnant Tammin Sursok shares a sweet sonogram of her baby's foot before revealing her intense

Cravings for sweet treats

It's a bloodbath in there! Claims Channel Nine is continuing to axe Today show staff with sports reporter Tim Gilbert the latest casualty after 12 years at the network

You forgot to turn your screen off, Karl! Stefanovic is caught faking a phone call as he tries to ignore paparazzi outside his Sydney home Phoning it in!

My little man: A smitten Phoebe Burgess shares first photo of her baby son William's face ...after welcoming the bub with NRL star husband Sam Burgess this month

Kate Winslet cuts a casual figure in a leather jacket as she touches down in London for Christmas

Lady Gabriella Windsor will be the THIRD royal bride to wed at St George's Chapel in a year (followed by a Frogmore reception like Harry and Meghan)

Is everything OK? Rebecca Judd and her husband Chris look tense as they have a very heated conversation at a Melbourne cafe Fight before the fight?

Is a culture clash to blame for the royal feud? Insiders claim Meghan's 'say it as you see it' mentality is behind clashes with aides and her reserved sister-in-law Kate

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