



Tips for customers in embedded networks

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Do I live in an embedded network?

If you live in an apartment complex, retirement home, caravan park, or you're a small business tenant in a shopping centre, you may be receiving your electricity through an embedded network.

The government has committed to ban embedded networks in residential apartment blocks, which too often lock in high costs on consumers. Exemptions will be allowed for buildings that use renewable energy micro grids to deliver low-cost renewable energy to apartment blocks.

Embedded network customers are not yet able to access the Victorian Default Offer.

What is an embedded network? How do you know what network you are on?

An embedded network is an energy provider that has received an exemption from holding an electricity licence (sometimes known as an 'exempt seller' or 'on-seller').

You can check whether electricity at your address is supplied by an embedded network at this public register: <http://www.esc.vic.gov.au/energy-licence-exemptions>

The maximum price you will currently pay as an embedded network customer is your local area retailer's standing offer tariff that was in effect prior to the introduction of the Victorian Default Offer

The maximum price for embedded network customers will not change from 1 July 2019

The Victorian Government is requiring Victorian energy providers to replace their simple standing offers with the Victorian Default Offer from 1 July 2019.

However, this regulated price will not become the new maximum price for embedded network customers.

The government has deferred the introduction of the Victorian Default Offer as a price cap for embedded network customers to further review the appropriate maximum price and suitable providers of last resort arrangements.

By 1 July 2020, new maximum prices will apply

The Essential Services Commission will decide on a suitable maximum price for Victorians living in embedded networks as soon as possible.

This will ensure that these customers have access to a fair price.

You can resolve complaints through the Ombudsman

The government recently changed the rules to ensure Victorians in embedded networks have consumer protections comparable with other Victorian electricity consumers. Energy providers of embedded networks now must clearly tell you how much you will be paying for electricity, any terms or conditions that the sale is subject to and get your agreement to these terms.

As of 1 July 2018, the Energy and Water Ombudsman Victoria has established clear consumer protections for embedded network customers and access to a free and independent dispute resolution service.

If you have problems with the sale or supply of your electricity, you should initially raise a complaint with your embedded network provider. If your complaint is not resolved, the Ombudsman will assist in resolving your complaint.

You can contact the Ombudsman on 1800 500 509 or at <https://www.ewov.com.au>.

