



Energy & Water  
Ombudsman NSW  
Free, fair and independent

# Living in an embedded network



## Do I live in an embedded network?

When you move into an embedded network the network owner and exempt seller, must provide you with written information about your rights as a customer living in an embedded network. This includes the name and contact details of the exempt seller. These details must also appear on your energy bill.

If you think you might be in an embedded network, you should contact the company billing you for your energy and ask it directly. Alternatively, you can contact the manager of your residential complex, retirement village or residential park.

## What are embedded network and exempt sellers?

**Embedded networks** are private electricity networks which supply multiple homes or businesses in a specific area. Examples of embedded networks include residential complexes, retirement villages, residential parks, shopping centres and office buildings.

Embedded networks are connected to the National Energy Market at a single point, usually called the 'parent connection point'. An embedded network operator, owner or manager purchases electricity or gas to supply in the network, from an authorised energy retailer.

Companies that on-sell this electricity to customers in embedded networks are called **exempt sellers**. This is because they are exempt from the normal requirement to have an authorisation from the Australian Energy Regulator to sell electricity or gas. Embedded network customers buy energy that is supplied to their individual home or business from the exempt seller. This is metered at a point usually called a 'child connection point'.

## What's different about living in an embedded network?

As an embedded network customer, you have many of the same rights that customers of traditional networks and authorised retailers do.

Owners and operators of an embedded network must ensure that:

- The embedded network is safe for you to use.
- There are clear procedures in place for you to make a complaint. All embedded network operators and exempt sellers that service residential customers in NSW must be members of EWON. This means you can contact us about any issue you have with the services they provide.
- Fees/charges for network services are priced according to a guideline published by the Australian Energy Regulator.
- Electricity meters comply with certain standards depending on when the embedded network was established.



**Different rules apply for exempt  
sellers on-selling in residential parks.  
Contact us for more information.**

## Can I switch retailers?

If you are a customer in an embedded network in NSW, you have the right to choose your own retailer. However, it may be difficult for you to find a retailer with an energy offer that is available to embedded network customers and the process for changing can be quite complicated.

Most customers who live in an embedded network will initially be offered an energy contract from the company that has agreed to provide energy services for the embedded network. In a residential complex the offer may come from the body corporate directly or via their billing agent. It could also come from an authorised retailer that is retailing exclusively to the embedded network. However, this doesn't mean you can't choose your own retailer.

Owners of embedded networks must not impose any measures to discourage customers who would like to change retailers or access competitive offers. If you decide to change retailers, the process to leave the embedded network is:

1. Find an authorised retailer that agrees to become your retailer and enter into a market contract. However, because of the way embedded networks are set up, you may need to pay separately for the network-related costs. Check this with the retailer and network operator. Authorised retailers have no obligation to agree to become your retailer – so you may need to shop around.
2. The authorised retailer will request the Embedded Network Manager (ENM) ensures your meter is correctly recorded in the national energy market, so they can set up your account.
3. Either you or the authorised retailer needs to inform the embedded network operator that you are changing to an authorised retailer.

### Important details to remember:

- An ENM cannot help you find an authorised retailer.
- Your current meter may need to be replaced to meet the required standard, and you could have to pay for this. If you are a tenant, you need to discuss this with your landlord, who may object to your request.
- Your new bills should not include network charges. The embedded network operator pays all network charges for the site's network and recoups this cost from customers inside the embedded network regardless of who their energy retailer is.
- You should receive a separate bill from the embedded network operator for ongoing network charges.



## Rebates

The NSW Government offers a number of rebates to help eligible customers pay their electricity and gas bills – for example rebates for customers using life support equipment and low income households. Different application and payment processes apply for claiming rebates if you have an account with an authorised retailer or exempt seller / billing agent. You can apply for rebates online at [service.nsw.gov.au](https://service.nsw.gov.au).

For more information see our '**Rebates and concessions**' factsheets.

## Make a complaint or enquiry

<b>Freecall</b>	1800 246 545* Mon - Fri, 9am - 5pm
<b>Freefax</b>	1800 812 291
<b>Freepost</b>	Reply Paid 86550 Sydney South NSW 1234
<b>Interpreter</b>	131 450
<b>TTY/Voice</b>	133 677
<b>Online</b>	<a href="https://ewon.com.au">ewon.com.au</a>
<b>In person</b>	Level 11, 133 Castlereagh St, Sydney, NSW 2000

\* If you are calling from a mobile phone, let us know and we will call you back.