

# Embedded network customers to have their say on electricity prices

11 February 2020

## *Electricity and gas*

More than 100,000 Victorians living in apartments, caravan parks and retirement villages will now get a chance to have their say on how electricity prices are set for embedded networks.

Embedded network customers are currently not fully covered by the same price protections as other customers.

Essential Services Commission acting director pricing, Dean Wickenton says the commission is looking at updating the maximum price embedded customers can be charged for electricity.

“Customers living in embedded networks are unable to access competitive market offers or the Victorian Default Offer and as a result many are paying more.

“Our [consultation paper](#) is aimed at flushing out the issues faced by embedded networks and their customers,” he said.

One of the suggested approaches in the paper is to base maximum prices on the existing Victorian Default Offer which reflects the independent regulator’s view on the efficient price of supplying electricity in Victoria.

The commission will set a price for embedded networks under a General Exemption Order set by the Victorian Government.

There is around 104,000 residential, caravan park and retirement village customers and 18,000 small and large business customers in embedded networks across the state.

The consultation paper is available on [Engage Victoria](#) until 10 March 2020. Feedback will be used to inform a draft decision.

## For general enquiries

Phone: [\(+61 3\) 9032 1300](tel:+61390321300) or [1300 664 969](tel:1300664969)

Email: [reception@esc.vic.gov.au](mailto:reception@esc.vic.gov.au)

You can also find us on [Facebook](#) and [LinkedIn](#).

## For VEU enquiries

Phone: [\(+61 3\) 9032 1310](tel:+61390321310) or submit a [contact form](#).

## For media enquiries

If you have a media enquiry, please contact:

Email: [media@esc.vic.gov.au](mailto:media@esc.vic.gov.au)

Phone: [\(+61\) 437 677 385](tel:+613437677385)

## Subscribe

Visit our [newsletters page](#) to subscribe to receive email updates from us.

## Useful resources

[Maximum electricity prices for embedded networks and other exempt sellers review 2020](#)

(, )

[Download media release as a PDF](#)

(pdf, 72.42 KB)

---

To learn more, visit [www.esc.vic.gov.au](http://www.esc.vic.gov.au)