

New electricity protections coming for apartment and caravan park residents

17 May 2018

Electricity and gas

People living in apartments, caravan parks and retirement villages – as well as small businesses operating in shopping centres – will get new protections under rule changes coming into effect over the next few months.

Currently, people who buy their electricity through ‘exempt’ or ‘embedded networks’ do not have the access to the same consumer protections as those who buy through licensed energy retailers and distributors.

The state’s energy regulator is rolling out a series of measures ensuring greater protections to these customers.

Essential Services Commission chair Ron Ben-David says the first step involves establishing an online register that will help customers easily identify their electricity provider.

“This means customers in apartments, caravan parks, retirement villages and shopping centres will be able to contact their provider if they have concerns or complaints about their services.

“The second stage kicks in on 1 July, when these customers will gain access to the services of Victoria’s energy and water ombudsman to help resolve disputes,” he said.

Dr Ben-David says exempt sellers and suppliers must now enter their detail in the public register and become members of the state's energy and water ombudsman scheme.

“In stage three, we will establish the rules these energy suppliers must follow which we're now consulting on the details with key stakeholders,” he said.

Key dates

By 31 May 2018 - Exempt sellers and suppliers must [register for an exemption](#).

By 1 July 2018 - Exempt sellers and suppliers must [become a member](#) of the approved dispute resolution scheme – the Energy and Water Ombudsman (Victoria)

From 1 July 2018 - Customers of embedded networks can use the [public register](#) to identify their energy provider and access the services of the ombudsman if needed.

For more information visit the [energy and licence exemptions](#) section of the website.

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