

Seeking feedback on embedded network rules

05 July 2018

Electricity and gas

The state's energy regulator is seeking feedback on proposed rules for anyone selling electricity in an embedded network.

The new rules are aimed at ensuring consistent customer protections for apartment, caravan park and retirement village residents, as well as small businesses operating in shopping centres.

The proposed rules include:

- ensuring customers are provided with clear information on their electricity plan – including charges – before they agree to sign up
- giving customers a separate electricity bill containing basic information such as details on energy usage, price and payment options
- providing assistance to customers who are facing difficulty paying their electricity bill
- outlining strict rules for when its ok to disconnect customers and taking care of customers using life support equipment.

The proposed changes are part of a [new framework](#) to provide better protections for customers of private networks. The new framework includes a register of the networks so customers can more easily identify their provider along with access to dispute resolution support from the [Energy and Water Ombudsman of Victoria](#).

The commission is now seeking feedback on the new rules with submissions due in by 10 August 2018.

Find out more and provide us with your feedback on the [obligations for exempt sellers under the General Exemption Order 2017](#).

For general enquiries

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

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