

New Rules for Embedded Electricity Networks

Information for customers living in apartment buildings



If you live in an apartment building you may be living within an embedded electricity network.

Key facts



The Victorian Government has changed the rules relating to the sale and supply of electricity to people living within an embedded network.



The changes will provide you with more **protections** around the supply and sale of your electricity. This includes access to free and independent **dispute resolution** via the Energy and Water Ombudsman (Victoria).

Your owners corporation may be registered with the commission

Persons exempt from the requirement to hold a licence for selling or supplying electricity may be required to register with the commission. Once they have registered we will publish their customer contact details on the public register of exempt persons. This will allow you to find the contact details of your electricity supplier and, if you receive individually metered electricity (you pay for it as a separate charge, not a part of your rent) your seller will also be on the register.

You can access the register at <http://www.esc.vic.gov.au/energy-licence-exemptions>.

If there are less than 10 residences in your building or complex it is likely that the provider of electricity at your site is eligible for a deemed exemption. This means that they will not appear on the register. Even if your electricity seller or supplier is not required to register there are still new conditions to protect your consumer rights.

Your seller will only appear on the register if the electricity they provide you with is individually metered – it must be in a separate bill.





What if my building is not on the register?

If you think your apartment building is an embedded network and there are more than 10 residences in the building or complex but you can't find it on our register you can contact the commission via email: exemptionregister@esc.vic.gov.au or telephone 1300 664 969.

If you report a potential non-registration, we will not reveal your identity or provide any of your details when we contact the person.

Your rights and protections

The changes bring new protections for you. These include:

- The person who sells electricity in your apartment building needs to get your explicit and informed consent before creating a contract for the sale of electricity – this means that they must clearly tell you how much you will be paying for electricity, any terms or conditions that the sale is subject to, and they need to make sure you agree to these terms.
- You cannot be charged more than your local area retailer's standing offer – this means that the cost of your daily supply charge and the price you pay per unit of electricity is capped to a comparable price for your location.

Where to get help

If you are living in an embedded network and you have a problem with the sale or supply of your electricity that you have been unable to resolve directly with your provider, you will be able to seek assistance from the Energy and Water Ombudsman (Victoria) **from 1 July 2018**. You can contact the ombudsman on 1800 500 509 or at <https://www.ewov.com.au/>.

Contact us

Got a question? Follow us on LinkedIn and Twitter, or view our contact details:

www.esc.vic.gov.au/about-us/.

