

New Rules for Embedded Electricity Networks

Information for residents of retirement villages



If you live in a retirement village 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 retirement village may be registered with the commission

It's likely that the owner or operator of your retirement village is required to register with the commission. Once they have registered we will publish their details, including customer contact information, on the public register of exempt persons. You can access the register at <http://www.esc.vic.gov.au/energy-licence-exemptions>.

What if my village is not on the register?

If you think your retirement village is an embedded network 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 retirement village 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 electricity that you have not been able 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 <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/.

