

New Rules for Embedded Electricity Networks

Information for shopping centre tenants



If you are a tenant in a shopping centre your business may be operating within an embedded electricity network.

Key facts



The Victorian Government has changed the rules relating to the supply of electricity within embedded network, such as shopping centres.



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 shopping centre may be registered with the commission

If your centre has more than 10 tenants they may be required to register with the commission. 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 electricity seller, on the public register. You can access the register at: <http://www.esc.vic.gov.au/energy-licence-exemptions>.

If there are less than 10 tenants in your shopping centre it is likely that your site is eligible for a deemed exemption. This means it will not appear on the register. Even if your electricity supplier is not required to register there are still new conditions to protect your consumer rights.

Can I report that my address is not registered?

If you think your shopping centre is an embedded network and there are more than 10 tenants in the centre but you can't find your seller or supplier 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 and your business. These include:

- The person who sells electricity in your shopping centre needs to get your explicit and informed consent before creating an agreement 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 at a comparable price for your location

Where to get help

If your business operates within 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 the 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/.

