

# Sale and supply agreement for embedded networks

## Your Embedded Network Operator:

Customer name:  
Customer address:  
Date of agreement:

ABN:  
Enquiries:  
Faults and emergencies:  
Email:

### Right to choose electricity retailer

You have the right to choose your own electricity retailer but it is the decision of licensed retailers to sell to customers in embedded networks. You can compare electricity offers by visiting: <https://compare.energy.vic.gov.au/>. If a licensed retailer agrees to sell electricity to you, you may need to have your electricity meter changed. Contact us for more information about this.

### Customer protections

You have rights and responsibilities under Victoria's electricity rules, including the Energy Retail Code and Electricity Distribution Code. By purchasing electricity from an embedded network operator, you do not have the same protections as you would if you purchased electricity from a licensed retailer.

### Dispute resolution

If you have an enquiry or complaint, you can contact us. We have a complaint and dispute resolution process to assist in resolving your concerns.

If you are dissatisfied with the way we handle your complaint, you have the right to contact the Energy and Water Ombudsman (Victoria).

### Payment difficulties

If you are experiencing difficulty paying your electricity bill, please contact us to discuss the assistance that is available to you including flexible payment arrangements.

### Tariffs, fees and charges

Daily supply charge: \_\_\_\_\_

Usage charge per kWh: \_\_\_\_\_

Any other fees and charges: \_\_\_\_\_

### Customer consent

Print name: \_\_\_\_\_

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_