



Living in an embedded network

What are embedded networks?

Embedded networks are private energy networks which supply multiple homes or businesses in a specific area. Examples of embedded networks include residential complexes, retirement villages, and residential parks.

How do they work?

An embedded network operator purchases energy from an energy retailer to supply to customers in the embedded network.

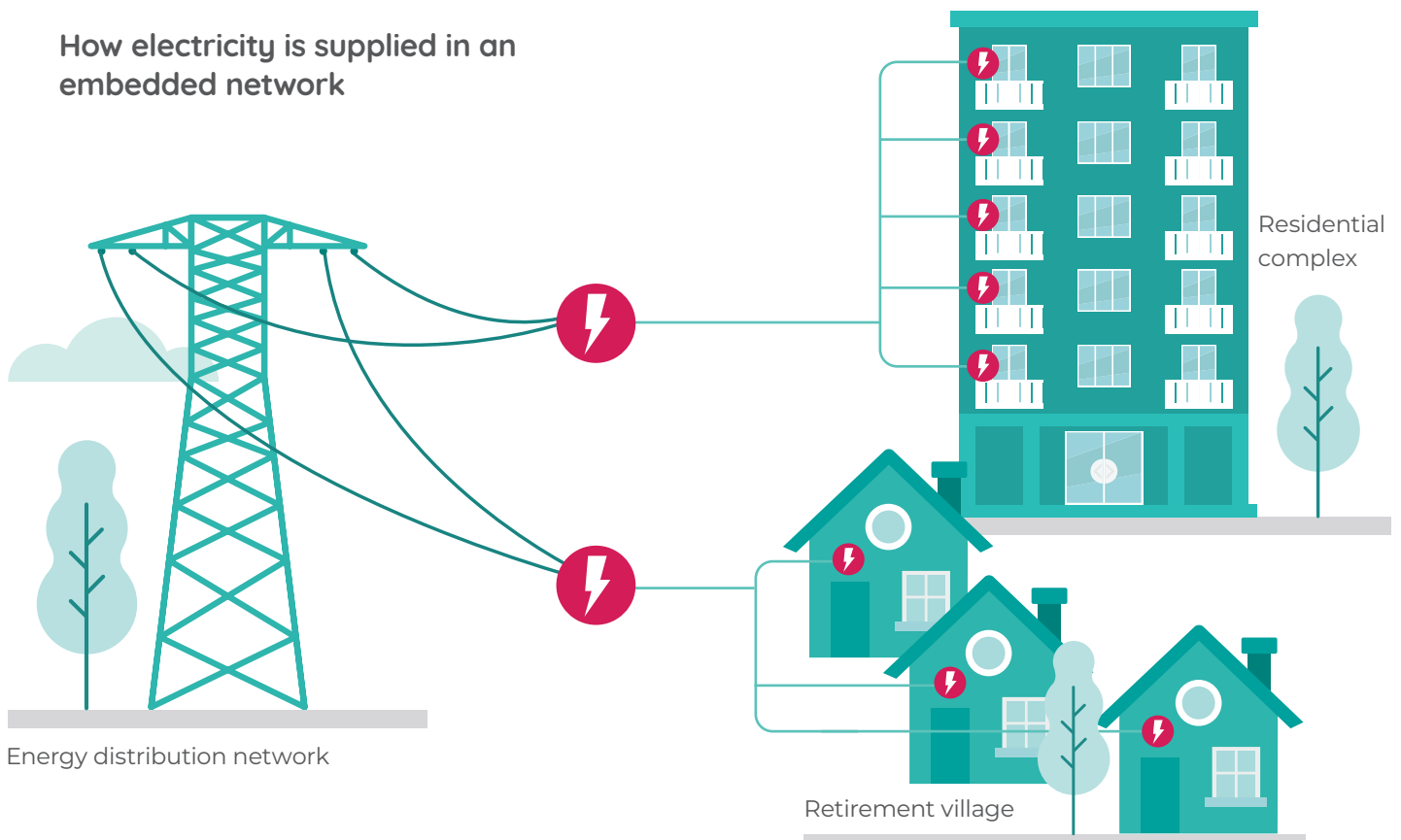
Do I live in an embedded network?

If your energy is bundled with another service for your building (eg internet, hot water or air conditioning) or you're having trouble switching providers, you may live in an embedded network. Your building is also more likely to be an embedded network if it was built after 2010.

If you're not sure, **contact your energy provider** and ask. You can also contact the manager of your residential complex or retirement village.

When you move into an embedded network the operator must give you written information about your rights as a customer. This includes the name and contact details of the seller. These details must also appear on your energy bill.

How electricity is supplied in an embedded network



What are my rights?

As an embedded network customer, you have many of the **same rights** as customers of traditional networks. Operators of an embedded network must ensure that:

- The embedded network is safe for you to use.
- Clear procedures are in place for you to make a complaint.
- Fees/charges for network services are priced according to a guideline published by the Australian Energy Regulator.
- Electricity meters comply with certain standards depending on when the embedded network was established.

Embedded network operators must also follow rules about:

- Disconnections and reconnections
- Contract terms
- Financial hardship and payment arrangements
- Billing
- Fees and charges
- Dispute resolution, and access to EWON



Different rules apply for selling in residential parks. Contact us for more information.

Can I switch retailers?

Yes, you have **a right to choose your own energy provider**. Operators of embedded networks are not allowed to stop or discourage you from changing providers.

To change providers and leave the embedded network:

- 1 Find an authorised provider that agrees to become your provider and enter a market contract. Authorised providers have no obligation to become your provider – you may have to shop around.
- 2 The authorised provider will ask the embedded network to ensure your meter is correctly recorded in the national energy market so it can set up your account.

- 3 Either you or the authorised provider needs to tell the embedded network operator that you are changing to an authorised provider.

Keep in mind:

- Your embedded network cannot help you find an authorised provider.
- Your current meter may need to be replaced and you may have to pay for this. If you are a tenant, you need to talk to your landlord, who may object.
- You may receive two bills: one from your provider for your energy usage, and one from your embedded network for network charges. You still have to pay the embedded network for network charges, regardless of who your energy retailer is.

Financial help

The NSW Government offers **rebates** to help eligible customers pay their electricity and gas bills.

If you live in an embedded network residential complex, retirement village or residential park you can apply for the rebate online at service.nsw.gov.au

Make a complaint or enquiry

Freecall	1800 246 545* Mon – Fri, 9am – 5pm
Freefax	1800 812 291
Freepost	Reply Paid 86550 Sydney South NSW 1234
Interpreter	131 450
TTY/Voice	133 677
Online	ewon.com.au
In person	Level 11, 133 Castlereagh St, Sydney, NSW 2000

* If you are calling from a mobile phone, let us know and we will call you back.