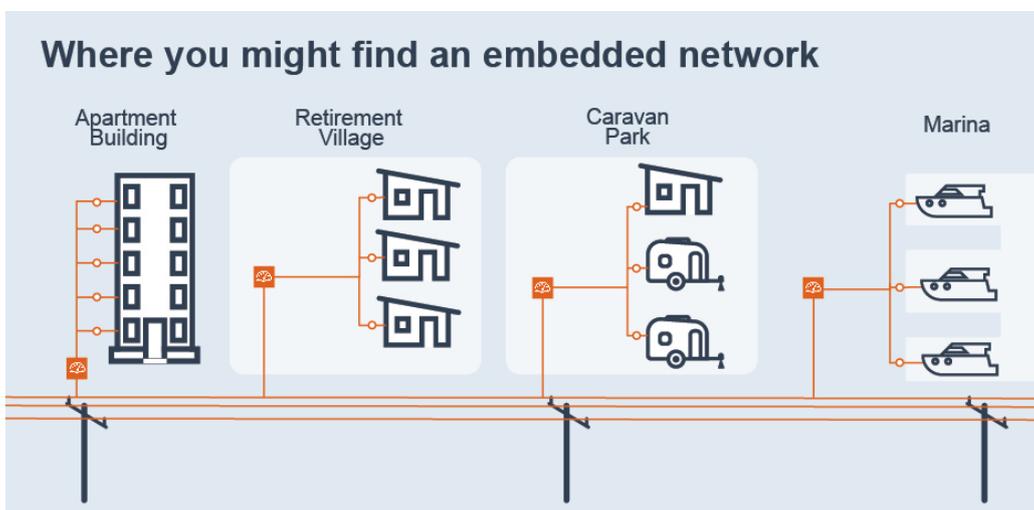
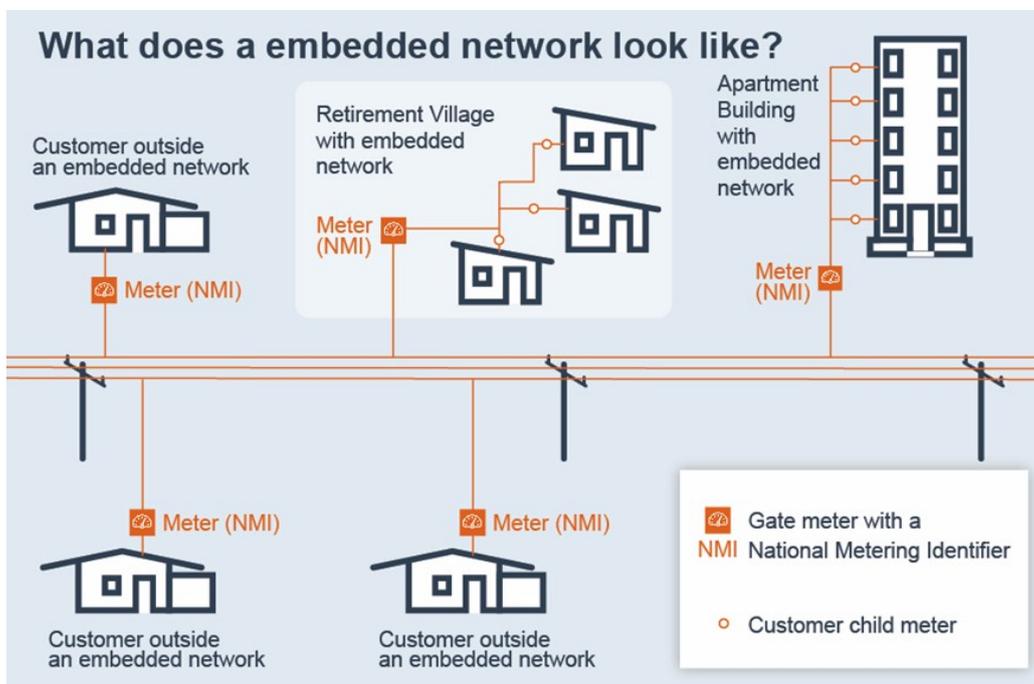


How to access an authorised retailer of your choice if you live in an embedded network

Do I live in an ‘embedded network’?

You might live in an embedded network if your body corporate, or the site owner of your apartment building, retirement village, caravan park or marina directly sells you your electricity, instead of an authorised retailer. Embedded networks have different metering and wiring configurations to allow this electricity selling arrangement to take place.



Bodies corporate or site owners who sell electricity in embedded networks are called '**exempt sellers**'. They are not required to become authorised retailers but must hold an exemption from the Australian Energy Regulator and follow rules to protect your rights.

In an embedded network, exempt sellers buy electricity from an authorised retailer and then 'on-sell' it to you and the other residents who live there. In some situations, the electricity may be generated on site (such as through solar).

There can be benefits to living in an embedded network, such as lower energy costs or access to renewable energy. However, if you want to buy electricity from an authorised retailer of your choice instead of your exempt seller, it can be difficult and costly.

Your options to buy electricity

If you live in an embedded network, you can choose to buy your electricity from either an [authorised retailer](#) or from the exempt seller. If you want to buy electricity from an authorised retailer, you need to firstly find an authorised retailer who will offer you an 'energy only' contract. An 'energy only' contract means the authorised retailer will enter an arrangement with you only for the sale of your energy, and not for any other types of services.

However, you may find it difficult to find an authorised retailer who will offer you an 'energy only' contract. Not all retailers offer 'energy only' contracts or they may refuse to offer you one. Your exempt seller does not have to help you find an authorised retailer, but they must not stop you from accessing one.

How to buy from an authorised retailer

If you find an authorised retailer who has agreed to offer you an 'energy only' contract, you will need to contact your current exempt seller and let them know. Your exempt seller must then appoint an 'Embedded Network Manager'.

The Embedded Network Manager is responsible for making sure that your authorised retailer of choice can start selling you electricity. The Embedded Network Manager will give you a unique identification for your electricity meter called a National Metering Identifier (NMI). Your authorised retailer will need this NMI to start selling you electricity. An Embedded Network Manager cannot help you find a retailer and is not involved in the day-to-day management of the embedded network.

The AER [website](#) has more information on the role and responsibilities of the Embedded Network Manager.

Cost of changing to an authorised retailer

When you choose to buy your electricity from an authorised retailer, you may need to pay for your existing electricity meter to be replaced. This will be required if the meter does not meet required standards in your state or territory.

If the meter *does* meet the required standard, the exempt seller or operator of the embedded network may offer to sell or rent the meter to you.

The exempt seller must not prevent you from making any changes necessary to your electricity meter or wiring for you to be able to buy electricity from an authorised retailer. However, you will likely need to pay for these changes yourself. If you live in an older embedded network, there can be significant costs involved. This is because the wiring and metering may need to be upgraded to meet the current standards in your state or territory.

Avoiding paying twice for network charges

An authorised retailer’s electricity bill normally includes:

- charges for the cost of the electricity you use, *and*
- charges for the cost of transporting the electricity to the place you live, via electricity poles and wires called **network charges**.

In an embedded network, your exempt seller pays the network charges for transporting the electricity to the site you live. Your exempt seller then bills you for your share of those network charges, along with a charge for the electricity you use. These charges are usually itemised on one bill.

If you are on an ‘energy only’ contract, your authorised retailer will not bill you for the network charges. You will instead receive two bills – one from the authorised retailer (for the electricity you use) and one from the exempt seller of the site (for the network charges).

If you can, and decide to, buy from an authorised retailer instead of your exempt seller, you should check to make sure you do not pay twice for network charges. Check that the:

- authorised retailer has given you an ‘energy only’ offer, or
- if the exempt seller or embedded network operator can make an agreement with your chosen authorised retailer as to who will bill you for your network charges.

Can the energy ombudsman help with a problem?

An energy ombudsman offers free, independent, and impartial dispute resolution services, and can help you resolve problems you have with your energy provider when you have not been able to do so directly.

If you are having difficulty resolving a problem directly with your exempt seller or your authorised retailer, you can contact your state or territory ombudsman to discuss your complaint. The AER requires all exempt sellers who sell energy to residential customers to become members of the energy ombudsman. Your exempt seller must become a member of the energy ombudsman for you to be able to access help.

Ombudsman schemes

State	Ombudsman	Telephone	Website
Australian Capital Territory	ACT Civil and Administrative Tribunal	02 6207 1740	www.acat.act.gov.au
New South Wales	Energy & Water Ombudsman NSW	1800 246 545	www.ewon.com.au

Queensland	Energy and Water Ombudsman Queensland	1800 662 837	www.ewoq.com.au
South Australia	Energy and Water Ombudsman South Australia	1800 665 565	www.ewosa.com.au
Tasmania	Energy Ombudsman Tasmania	1800 001 170	www.energyombudsman.tas.gov.au
Victoria	Energy and Water Ombudsman (Victoria)	1800 500 509	www.ewov.com.au

More information

Australian Energy Regulator Infoline **1300 585 165**

Australian Energy Regulator website www.aer.gov.au

Energy Made Easy www.energymadeeasy.gov.au

Indigenous Infoline 1300 303 143

For information in languages other than English call 13 1450 and ask for 1300 585 165

Speak and Listen users phone 1300 555 727 and ask for 1300 585 165

TTY users phone 13 3677 and ask for 1300 585 165

Internet relay users connect to the National Relay Service (www.relayservice.com.au) and ask for **1300 585 165**

For advice on payment plans or how much you can afford to pay, call **1800 007 007** to speak to a financial counsellor. This is a free call from 9:30 am to 4:00 pm, Monday to Friday. You will be automatically transferred to the phone service in your state.

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