



**EMBEDDED  
NETWORKS**

**Living in  
an apartment,  
retirement  
village or  
caravan park?**

**Let's talk.**

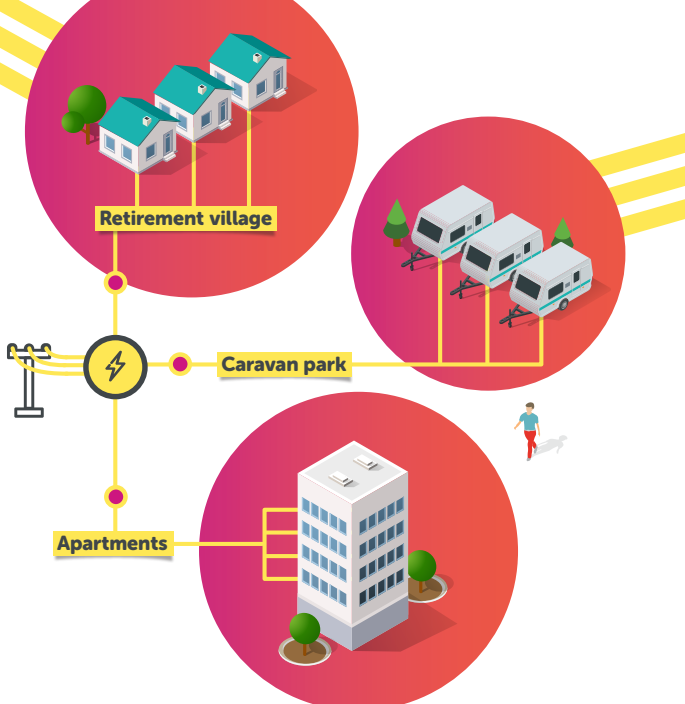
We can help  
residential electricity  
customers living in  
embedded networks.



Our service is free,  
fair and independent.



**Energy & Water  
Ombudsman  
Queensland**



## ARE YOU LIVING IN AN EMBEDDED NETWORK?

If you live in an embedded network, you'll receive your power bill from a body corporate or landlord, rather than directly from an authorised electricity retailer.

If you're unsure if you live in an embedded network, contact the company who send you your electricity bill and ask them. You could also check with the manager of your apartment complex, retirement village or caravan park.

Those living in embedded networks have access to EWOQ's free, fair and independent dispute resolution service. We can help you when you have a complaint about your electricity bill or your power supply.

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## OKAY, SO WHAT'S AN EMBEDDED NETWORK?

Most people are supplied their electricity directly from an authorised electricity retailer.

However, some people are supplied their electricity from a privately owned electricity network called an **embedded network**.

Embedded networks are common in retirement villages, apartment complexes and caravan parks. The site owner or operator buys electricity from the grid and **on-sells** it to the residents.







## WHAT DO I DO WHEN I HAVE A PROBLEM?

The first thing to do if you have a problem with your electricity is contact your embedded network operator. Their details should be on your bill.

If your issue isn't fixed or you're unhappy with the outcome, contact us.

Visit our website [www.ewoq.com.au](http://www.ewoq.com.au) or call 1800 662 837.

### We can help with:

	high bills and disputed accounts		disconnection of supply
	credit issues, including default listings		connection issues
	access to payment plans, rebates and concessions		poor customer service

# EMBEDDED NETWORKS



## About us

Energy and Water Ombudsman Queensland is a **free, fair and independent** dispute resolution service. We help residents and small business customers across Queensland who have a problem with their electricity or gas providers, and those in South East Queensland with water issues too.



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## HOW TO SUBMIT A COMPLAINT

**You can submit a complaint online**

**[www.ewoq.com.au](http://www.ewoq.com.au)** Chat with us live online

### Email us

[complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

### Call us

1800 662 837

Calling from a mobile? We can call you back.

### Write to us

PO Box 3640  
South Brisbane BC Qld 4101



Call **131 450** for the Translating and Interpreting Service.



Call **133 677** if you have a hearing or speech impairment.

*We acknowledge the Traditional Custodians of the lands across Queensland and pay our respects to Elders past, present and emerging.*

**Follow us**

