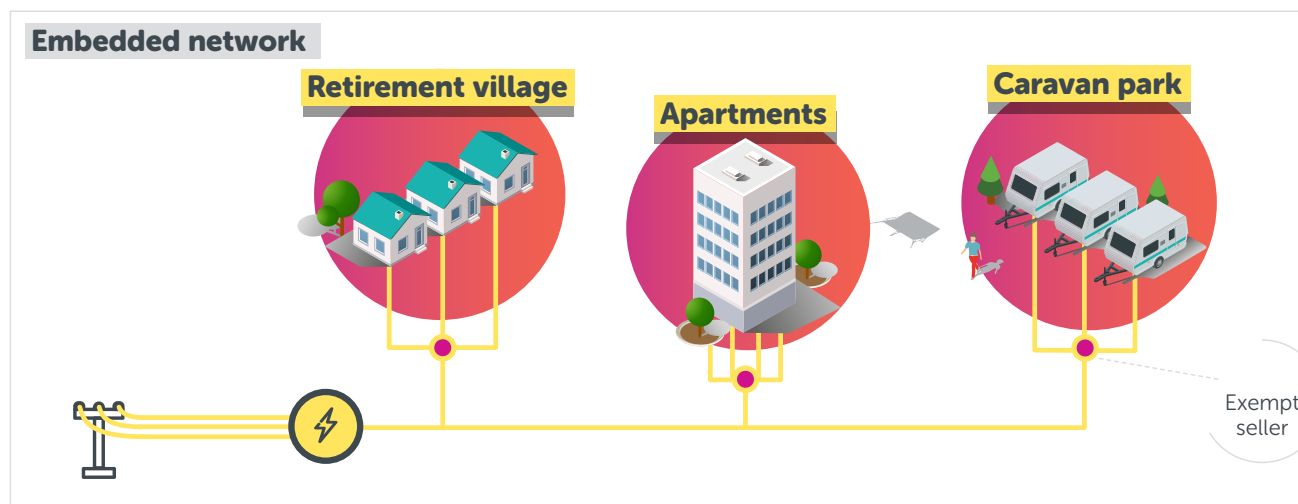


Information for exempt sellers

EMBEDDED NETWORKS



Exempt sellers operating in Queensland are required to join the Energy and Water Ombudsman Queensland and embedded network customers can contact EWOQ for assistance.



What's an exempt seller?

Most people buy their electricity directly from an authorised electricity retailer. However, some people buy their electricity from a **privately owned energy network** – an embedded network. Most owners and operators of embedded networks are **exempt sellers**, meaning the Australian Energy Regulator doesn't require them to hold a retailer authorisation to on-sell electricity.

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. Some exempt sellers manage the energy supply and billing themselves, or they use a billing agent to do it for them.

What's changed?

On 28 February 2022, an amendment to the regulation came into effect providing residential embedded network customers access to our services. Embedded network owners and operators in Queensland must now become a member of EWOQ. This includes embedded network owners and operators with a class D2, D6, R2, R3, R4, ND2, ND6, NR2, NR3, NR4 or individual exemption as described in the Australian Energy Regulator's (Retail) Exempt Selling Guideline and Network Service Provider Registration Exemption Guideline.

What if a billing agent, embedded network manager or strata manager manages the embedded network for my body corporate?

If your body corporate is legally named as the exempt seller, it must become a member of EWOQ, even if you have a billing agent, strata manager or embedded network manager acting on your behalf.

However, membership can be managed administratively by your billing agent, embedded network manager or strata manager. This includes applying for membership and managing complaints on your behalf. You'll need to provide EWOQ with a completed Authority to Act signed by both the body corporate and the agent to do this.

The Authority to Act form is available from www.ewoq.com.au

Embedded network = privately owned energy network, usually connected to the distribution network by one meter

Exempt sellers = an owner or operator of an embedded network who holds a valid exemption from the Australian Energy Regulator and doesn't need to become an authorised retailer to sell energy

Our service is free,
fair and independent.



EMBEDDED NETWORKS



Energy & Water
Ombudsman
Queensland



Is joining EWOQ compulsory?

Yes, you must join EWOQ if you're an exempt seller of electricity to residential customers in Queensland.

How do I join?

Please complete our scheme participant application form to join.

Visit www.ewoq.com.au/embedded-networks to find out more about joining EWOQ and complete our scheme participant application form.

What will it cost?

When an embedded network customer contacts us with a complaint, exempt sellers **won't be charged case management fees** at this time.

Annual membership fees may apply for residential exempt sellers and authorised on-supply retailers:

- » Exempt sellers with 2000 or fewer electricity customers in Queensland will not pay an annual membership fee
- » Exempt sellers with more than 2000 electricity customers in Queensland will pay a \$5000 annual membership fee
- » Authorised retailers who on-supply electricity will pay \$5000 per year for the first authorisation and \$10,000 per year for more than one authorisation.



What are my legal and regulatory obligations?

You should be aware of your legal and regulatory obligations, which we will consider when handling any complaints from your customers. These are:







- » *Energy and Water Ombudsman Act 2006*
- » Australian Energy Regulator (Retail) Exempt Selling Guideline
- » Australian Energy Regulator Electricity Network Service Provider – Registration Exemption Guideline
- » National Energy Retail Law (Queensland).

What does EWOQ do?

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. We can now also help embedded network customers.

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

GET IN TOUCH

We're here to help exempt sellers and embedded network customers reach a fair outcome as quickly as possible.

 **Chat with us**

www.ewoq.com.au

Chat with us live online

Email us

embedded@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



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