

# Embedded Networks Basics

## Information for Victorian electricity and gas customers

→ **Do you live in an apartment, retirement village or caravan park?** If you do, you might be part of an Embedded Network. Embedded networks are private electricity networks that supply homes or businesses within a specific area. They are common in apartment buildings, shopping centres, caravan parks and retirement villages.

### Am I in an embedded network?

There are hundreds of embedded networks in Victoria, some of them quite small.

Many embedded networks use an agent to send bills and provide customer service. Some of the larger agents are WinConnect, Energy On, Active Utilities, ENSA, Energy Intelligence, Benergy, Network Energy Services and OC Energy. If you receive bills from any of these companies, you are in an embedded network.

If you are still not sure if you are in an embedded network, call your body corporate, the operator of your caravan park or retirement village, or the company named on your electricity bill. You can also check the [Essential Services Commission's register](#) of embedded networks to see if yours is listed.

### Can I switch to a different company?

Most Victorians know that they can shop around and choose their energy retailer. However, switching is much more complicated for customers in embedded networks.

The process for switching to a different retailer for your electricity costs is new, and changing can be complicated.

For more information on the process, see our fact sheet – '[Switching for Customers in Embedded Networks](#)'.

### What's changed for embedded network customers?

The Victorian government made changes to the law to increase consumer protections for customer's in embedded networks.

Customers in embedded networks now have clearer rights and are able to complain to EWOV if they can't resolve a problem.

### What are my rights?

Electricity customers in Victoria have rights about how they **buy** electricity and how that electricity is **supplied** to them.

Customers **buying** electricity in embedded networks have most of the same rights, protections and responsibilities as other customers under the *Energy Retail Code*.

Most parts of the *Electricity Distribution Code* also apply to embedded network customers' rights to do with how their electricity is **supplied**.

### What should I do if I have a problem with my embedded network?

Contact them first and ask to make a complaint. All embedded networks must have a process for handling complaints from customers. If you can't resolve the problem with your embedded network, contact EWOV.

We can only handle complaints about embedded networks that are members of EWOV. All embedded networks in Victoria must join EWOV, but some have not yet joined.

You can check whether or not your embedded network is a member on the [embedded networks page on the EWOV website](#). Even if your embedded network isn't listed as a member, you should still contact us so we can make a record of your complaint and let you know when they join.

#### FOR FURTHER INFORMATION:

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**Freecall:** 1800 500 509  
**Email:** ewovinfo@ewov.com.au

**Post:** GPO Box 469, Melbourne, Victoria 3001  
**Translating and Interpreting Service:** 131 450  
**National Relay Service:** 133 677