

EMBEDDED ELECTRICITY NETWORK INFORMATION PACK

An embedded network is a private electricity arrangement where the entire site is supplied through a single electricity connection to the grid. The managing agent or operator then measures and on-sells electricity to each tenant through individual meters.

In accordance with the *National Energy Retail Law* and *National Electricity Law*, we comply with a range of obligations set by the Australian Energy Regulator (AER) to ensure certain protections are provided to embedded network customers. However, we are not subject to all of the obligations that apply to authorised retailers and you may not receive the same level of consumer protections as you would when purchasing electricity from an authorised retailer.

Under national energy laws, any person or entity that owns, controls or operates an embedded network and sells electricity within it must hold retail and network exemptions granted by the AER. With these exemptions in place, we are recognised by the AER as an *exempt seller*, and customers within the embedded network are considered *exempt customers*.

We are registered with the AER under the following exemption classes:

- **NR1 and R1** – for on-selling electricity to 10 or more small customers (consuming under 100 MWh per annum)
- **NR5 and R5** – for on-selling electricity to large customers (consuming over 100 MWh per annum)

Obligations under these exemption classes:

- **R1 Exemption:** We must comply with conditions 1, 2 (except 1F, 1G and 1I), 3 (except 3N), 4–8, 9 (except 1A), 10 (except 1A, 1B), 11, 12 (except 1), 14–16, 18–19, and 21–23.
- **R5 Exemption:** We must comply with conditions 1, 11, 12 (except 1), 14, and 21.

The full list of AER Retail Conditions is available here:

[Retail Exempt Selling Guideline – August 2025](#)

- **NR1 Exemption:** We must comply with all conditions except 4.1.10, 4.1.11, and 4.1.13.
- **NR5 Exemption:** We must comply with all conditions except 4.1.13 and 4.1.16.

The full list of AER Network Service Provider Conditions is available here:

[Network Service Provider Registration Exemption Guideline – August 2025](#)

Bundled Electricity Tariffs – Small Customers

Electricity may be supplied on a single rate bundled tariff.

As at 1 July 2026, the single rate bundled tariff (GST exclusive, Energex area) is:

Component	Total
All Electricity (c/kWh)	26.30
Supply charge (c/day)	237.84

This tariff is based on the Origin Standing Offers (general supply) and the Energex Business Flat network tariff (NTC 8500).

Choice of Energy Retailer

Customers within an embedded network have the right to purchase electricity from a retailer of their choice by establishing a **child NMI** within the embedded network.

To do so, customers must inform the retailer that their premises is part of an embedded network and request an **'energy only'** supply offer.

Please note that electricity retailers may charge you connection, metering and service fees to enable this service. Additional costs incurred for electrical works and metering upgrades can be incurred at the customers cost.

Charges for Network Use When Choosing Your Own Retailer

If you take up an 'energy only' agreement, we (as the exempt seller) will continue to charge **network consumption charges** while your electricity retailer will charge you for energy costs.

Our network charge is based on a **shadow price**, in accordance with section 4.6.2 of the AER Network Service Provider Guidelines. It reflects the network tariff Energex would apply if you were directly connected to its network.

The applicable network tariff will be assessed by our billing agent, **Energy & Plant Management**, based on usage patterns and meter type.

Embedded Network Manager

Our assigned Embedded Network Manager and billing agent is: **Energy & Plant Management**

Email: EPMENM@energyplant.biz

Their role is to facilitate the transfer of exempt customers from off-market (purchasing energy from us, the exempt seller) to on-market (purchasing energy via retailer of choice) in the national energy market database.

Dispute Resolution & Family Violence Policy

- If you have a complaint regarding your electricity account, charges or electricity supply, please contact Eagle Ridge Asset Management in the first instance.

Email: accounts@eagleridgeam.com.au

Phone: 0447 490 657

- We will investigate your complaint and respond as soon as practicable. If a complaint cannot be resolved internally, customers may have access to the relevant Energy Ombudsman scheme where applicable

Exempt Seller Family Violence Policies can be found in the Embedded Network Information section of this website.

Emergency Contact Numbers

- In the event of a fault or emergency, please contact Eagle Ridge Asset Management on 0447 490 657 or at facilities@eagleridgdeam.com.au
- Energex (available 24/7): **13 19 62**

Account Enquiries and Complaints

- For billing or account queries, please contact: accounts@eagleridgeam.com.au

Payment Difficulty Assistance

If you are experiencing difficulty paying your electricity account, please contact us as soon as possible.

Support may include:

- Flexible payment arrangements
- Payment plans
- Alternative payment schedules
- Referral to additional support services where appropriate.

Email: accounts@eagleridgeam.com.au

If you require further clarification on any of the information provided above, please contact: accounts@eagleridgeam.com.au