

Review of embedded network prices

15 August 2023

The NSW Government has asked IPART to recommend an appropriate maximum price for the sale of electricity, gas and hot or chilled water to customers in embedded networks. We will also recommend whether the NSW Government should prohibit new hot and chilled water embedded networks.

There are currently few limits on the prices paid by customers in embedded networks, and it is difficult for individual customers in embedded networks to switch retailers if they are unhappy with their supplier. Some embedded network customers have received high bills, with limited avenues for dispute resolution.

Other embedded network issues are being considered as part of the [NSW Embedded Network Action Plan](#), which aims to provide more equitable consumer and price protections for embedded network customers.

We want to hear from you

We want to hear from customers who have experience living in embedded networks to help us understand:

- your views on how we should set prices
- your views on whether hot and chilled water embedded networks should be banned
- the type/s of embedded networks you are in (electricity, gas, or hot or chilled water)
- any issues with billing, usage, or metering you may have encountered
- examples of positive experiences you have had
- examples of your energy and hot and chilled water bills

We encourage you to take our survey if you are or have been a customer in an embedded network. You can also make a submission to this paper by 11 September, and we encourage you to attend our online stakeholder workshop on 21 September 2023. There will be a further opportunity to make a submission to our Draft Report in November, before we finalise our recommendations in March next year.

Have your say

Your input is critical to our review process.

[Take our survey »](#)

You can get involved by taking our survey and subscribing to our mailing list to receive updates on this review.

[Make a submission »](#)

[Register for our stakeholder workshop »](#)

[Subscribe for updates »](#)

Our review process



How to tell if you are in an embedded network

Embedded networks are private energy networks for services such as electricity, hot water and gas. They are typically found at more recent residential developments, retirement villages, shopping centres, and caravan parks but may also be found in older developments.

You may be in an embedded network if:

- your energy meter does not have a National Metering Identifier.
- your hot water usage is billed in cents per litre
- your energy is bundled with another service (e.g. internet, hot water or air conditioning)
- your gas supply is unmetered
- you have tried to switch energy providers and you're unable to do so

You can contact your energy billing company or building manager to check if you live in an embedded network.

You can find more information about this review on our [website](#). To make a complaint about an embedded network, contact the [Energy & Water Ombudsman NSW](#).

Previous reviews of prices for embedded network customers

In 2021, the [NSW Department of Customer Service](#) considered how maximum electricity prices should be set for caravan park residents. It considered that prices should be capped based on the median market price a customer would pay if they were not in an embedded network. However, no changes have been made to the current arrangements. We will consider the pricing options discussed in the Department's review.