



Meriton Energy Embedded Networks

Apr 2024



What is an embedded network?

Embedded electricity networks are privately owned and managed electricity networks that supply all occupants within a specific area or building. An embedded network is created by installing a 'parent' or 'gate' meter at the front of your Building. This will allow the embedded network operator (Meriton Energy) to buy "in bulk" for the entire site and then on sell electricity to you. The main benefit of embedded networks is bulk-buying power. If we aggregate power through one "gate" meter to allow bulk purchasing, each resident can access cheaper rates than they may be able to do otherwise.

As the potential embedded network owner and operator, Meriton Energy needs to seek your Consent to convert the building to an embedded network. We must then apply to the Australian Energy Regulator (AER) for approval before these changes can go ahead. We will schedule a Meeting with the residents to seek your Consent regarding the decision whether to implement the Meriton Energy embedded network.



SS: Sub-Station **GM:** Gate Meter
CAM: Common Area Meter **TM:** Tenancy Meter

What changes will Meriton energy make to my energy supply?

We are proposing to install an embedded electrical network in your building. This includes:

1. Replacing all electrical meters with 'Secure' agnostic smart meters (see the Metering section for more information about meters)
2. Modifying the switchboards to allow for an embedded network
3. Installing a gate meter (see the Metering section for more information about meters)

Does the conversion cost me anything?

No. Meriton Energy will cover all cost associated with upgrading the building including modifications to meters, electrical components, switchboards and wiring. This cost will not be passed on to you. Meriton Energy will insure & maintain that equipment for the life of the embedded network agreement.

What is the benefit of converting to an embedded network?

Using bulk-buying power that comes from being part of an embedded network, we sincerely believe we can offer a great price to all residents in the building. We have looked at a sample of residential and common area bills for your building and our rates are super competitive.

We will provide maintenance, manage upgrades and any changes to the system as required, while delivering low-cost electricity.

Why is Meriton Energy the best option for converting our building to an embedded Network?

Meriton Energy is a leading embedded network provider. We are Australian owned and operated and have a great customer service team based in Sydney. Meriton Energy is an extension of the Trusted Meriton Brand. We're done with the traditional energy model and we're doing something about climate change by making energy simple and fair for households, businesses, This means power without the premium and no sneaky tactics to make you pay more.

What will change for you?

Once the conversion is approved by residents and the Australian Energy Regulator, we will commence work on the retrofit of your building to an Meriton Energy embedded network. Once this is completed, Meriton Energy will take over the billing of electricity at your residence. You'll receive final bills from your current energy retailer/s and the account switches across to us.

You'll receive notification from us that your contract with Meriton Energy has begun and you'll get access to a customer portal where you can view account information, make payments, change your details and view your usage.

We'll be here for you to answer any questions you may have. Our Sydney-based representative is delighted to help you – you can contact them by phone on 02 9287 2736, email at projects@Meritonenergy.com.au.

How will I be billed?

We will issue your bills monthly. They can be issued by email or by post – whatever suits you! Your home will be separately metered so you will only ever be billed for your own usage.

What will happen to my current electricity account?

Once the retrofit is complete, Meriton Energy will take over the billing of your account. You will receive a final bill from your current retailer(s). You don't need to contact them to advise this as we will take care of this behind the scenes.

What happens if I move out?

No problem! Just notify us with at least 3 business days' notice that you're moving out and we'll organize to close your account.

Your prices

Meriton Energy has reviewed some sample bills from residents in your building and has come up with a really great offer for you. We also offer a price-matching service!

What will my prices be as an Meriton Energy customer?

RESIDENTS	Proposed Meriton Energy Rates (incl GST)
Usage (c/kWh)	27.20
Daily supply charge (c/day)	80.00

Meriton Energy regularly reviews our prices against the market to ensure we're always offering a great price to our customers. These prices will vary but we generally review prices only once per year. We will always notify you in writing prior to changing your prices.

What if I find a better price than what Meriton Energy offers?

Meriton Energy has a price-matching service so if you have a genuine offer from another retailer that is lower than ours, send us the details and we'll match the price! We want to keep you as our customer so we won't let a few cents here and there stop that!

Metering

As part of the retrofit, Meriton Energy will replace all meters with compliant smart meters. This will not cost you anything. These meters will allow you to view and understand your usage in more detail. Your meter data will be made available in your online My Account portal where you can monitor your usage and make changes in your home to help reduce energy bills.

The meters we are installing are compliant market-ready meters. This means that if you choose to opt- out of the embedded network later down the track, your meter will be ready to support this.

Tenants

We understand that you lease your home. However, as the person responsible for paying energy bills at your home it is essential that you understand how things will change for you and that we have your agreement as well.

Who must consent to the change to an embedded network?

We need the consent of residents and the approval of the Building owner, for the retrofit of the building and conversion to an embedded network. Meriton Energy will schedule a Meeting of Residents at an appropriate time in the near future to formally seek your consent. Getting your consent is the final step.

Opting out of the embedded network conversion

What are my options for leaving the embedded network?

Once the site conversion goes ahead, you are still able to access offers from other retailers. This was legislated as part of Power of Choice metering changes in 2017. Customers of embedded networks are able to get connected to the national grid and opt for an energy-only contract with their retailer of choice. If after a while you decide that Meriton Energy is not right for you we can provide you with more detailed information about how to get out of the embedded network but in summary

- You make an agreement with a retailer for an energy-only offer
- Your retailer contacts Meriton Energy and the Embedded Network Manager to notify us of the change
- We coordinate any required changes in metering
- Your meter is registered in the national grid and you will be billed by your chosen retailer for usage and daily supply charges, and credited for any solar energy you export as per the agreement you negotiate.

Some customers have reported that finding an energy-only offer can be difficult but we believe part of the problem is that the system is complicated and customers are not always aware of what questions they should be asking. While we can't help you find an energy-only offer, we are more than happy to help you understand the steps in the process and maybe help you with some industry jargon (we know that can get in the way sometimes).

Who do I receive a bill from if I leave / say no the community energy network?

You will receive one bill from your retailer of choice which includes all your current charges and rebates.

What if I don't agree to the conversion?

The building has approved the conversion because they believe it is a great option for residents. However, we understand that some of you would prefer to not make any changes. If you have any concerns, we'd love to hear them so we can help.

The embedded network conversion will go ahead once we receive regulatory approval and 85% of current residents agree to the conversion. This is where our price-matching option comes in again – we will match your existing prices or any genuine offer from another retailer that you would be eligible for if you were still directly connected to the grid. This price-match will be maintained for 12 months or until you leave the network (by moving out or opting for an energy-only contract with another retailer). After those first 12 months, by default your pricing will revert to Meriton Energy pricing but you can still request a price match on any current, genuinely available offer that applies to you, and we will match the price.

We will offer a price match once in every 12-month period.

If you'd rather not take up our price-match offer, then we can support you through the process of leaving the embedded network on an energy-only offer to another retailer.

Questions?

Who do I contact if I have any questions or concerns about the embedded network conversion?

Email Write to me at projects@meritonenergy.com.au

Letter Write to
Chris Bennetts c/o Meriton Energy
Level 11, Meriton Tower, 528 Kent Street
Sydney, NSW 2000

Phone Contact me on 02 9287 2736

Supplementary Information

- Meriton Energy may employ a specialist third party to undertake specific embedded network support tasks e.g. billing or dispute resolution. You may receive correspondence from them.
- Further information on embedded networks can be found here: www.aer.gov.au/consumers/information-for-electricity-customers-in-embedded-networks
- Retail Exempt Selling Guideline: www.aer.gov.au/retail-markets/retail-guidelines-reviews/retail-exempt-selling-guideline-march-2018
- AER website: www.aer.gov.au
- You can compare energy offers on the AER's Energy Made Easy website: www.energymadeeasy.gov.au
- Meriton Energy terms and conditions: <https://meritonenergy.com.au/pdf/Meriton-Energy-Terms-and-conditions-for-embedded-network-services.pdf>
- Meriton Energy Website: www.meritonenergy.com.au

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