



Do you run
an embedded
network?

Let's talk.

Embedded network owners
and operators can now join EWOQ.

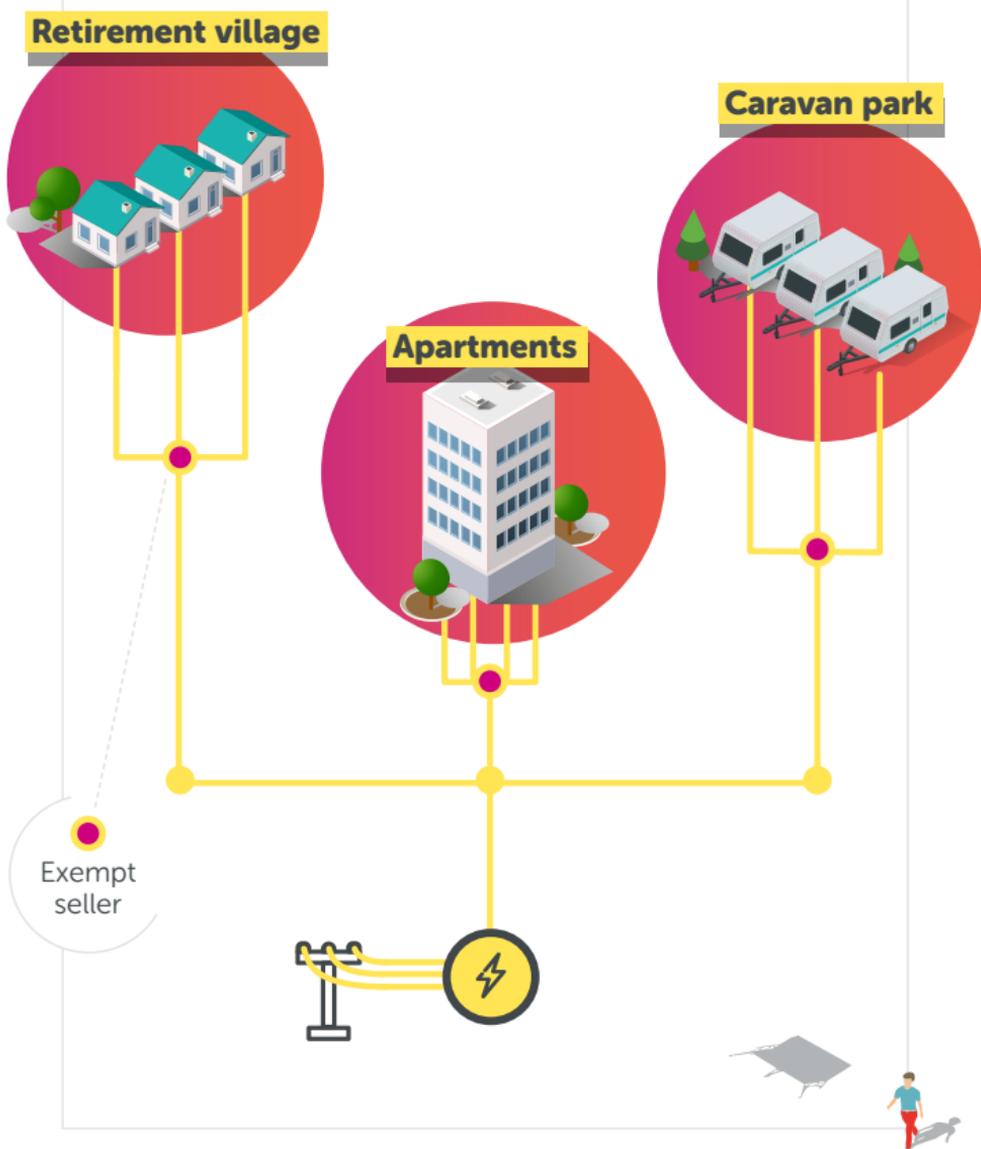


Our service is free,
fair and independent.



**Energy & Water
Ombudsman
Queensland**

Embedded network



WHAT'S AN EXEMPT SELLER?

Most people receive their power directly from a 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 retail 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.

EMBEDDED NETWORKS



HOW CAN WE HELP?

Exempt sellers operating in Queensland became eligible to join EWOQ in February 2022. This change also gives embedded network customers access to EWOQ's free, fair and independent dispute resolution service.

- » If you're an exempt seller with 2,000 or fewer electricity customers in Queensland, you're automatically deemed an EWOQ scheme participant. Please complete our scheme participant application form so we can support you with updates and resources.
- » If you're an exempt seller with more than 2,000 electricity customers in Queensland, you're required to complete our scheme participant application form and pay a membership fee.

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

HOW DO I JOIN EWOQ?

Visit ewoq.com.au/embedded-networks to join EWOQ and complete our scheme participant application form. Annual membership fees may apply for residential exempt sellers with more than 2,000 customers and authorised on-supply retailers.



EMBEDDED NETWORKS

About us

Energy and Water Ombudsman Queensland is a free, fair and independent dispute resolution service for residents and small business customers across Queensland who have a problem with their electricity or gas providers, as well as water providers too in South East Queensland.

We can now also help embedded network customers.

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



Call **131 450** for the Translating and Interpreting Service.



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

17022023

We acknowledge the Traditional Custodians of the lands across Queensland and pay our respects to Elders past, present and emerging.

Follow us

