

WESTERN AUSTRALIA EMBEDDED NETWORK – ANSWERING CUSTOMERS QUESTIONS

This Info sheet is to provide more information on the Western Australia Embedded Networks and general questions that customers may ask.

What is an embedded network?

An electricity embedded network is a private electricity distribution system that is connected to the main electricity network or 'grid'.

Are you authorised to sell electricity in WA?

Active Utilities is permitted to sell electricity in WA under an exemption under sections 7 and 8 of the Electricity Industry Act 2004.

Can I go on-market / Choose a different provider?

WA does not have 'full retail contestability'. That means only consumers with more than 50 megawatt hours of electricity per annum have the right to choose their retailer within most of WA.

1. AU can advise the customer to provide a written quote from an authorised competing retailer and this will be forwarded to the Pricing team to assess.

Am I eligible for any concessions and how do I apply?

There are several energy subsidies and rebates that you may be eligible for. For further information or to apply for a subsidy please visit the State Revenue website at www.finance.wa.gov.au, make an enquiry at <http://www.osr.wa.gov.au/EnergySubsidiesEnquiry> or phone the Energy Subsidies Enquiry Line on 08 9262 1373.

*Subsidies are applied directly from the State Revenue Office.

Where can a customer of AU go if they have a dispute or complaint?

If the customer wants to escalate a dispute or complaint then the below organisations may be able to provide assistance:

Individual complaints

Department of Commerce – Consumer Protection

1300 304 054

08 6552 9596

consumer@dmirs.wa.gov.au

Business complaints

The Small Business Development Corporation (SBDC)

13 12 49 (WA based businesses only)

08 6552 3300

info@smallbusiness.wa.gov.au