Draft Voluntary Embedded Networks Code of Practice

Consultation paper submission form

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Submissions should be emailed to EPWA-Submissions@dmirs.wa.gov.au or posted to Energy Policy WA, Locked Bag 11, Cloisters Square, WA 6850 by 5pm (AWST) 23 June 2023.

Please indicate on the covering page of your submission if you wish part or all of your submission to be treated as confidential. Unless otherwise requested, submissions will be made available on the Energy Policy WA website.

Dear Team,

We thank the DMIRS for consulting with stakeholders in relation to the Voluntary Embedded Network Code and support the learning-by-doing approach. Energy Intelligence shares many of the views provided by the DMIRS with further feedback to the questions in the Consultation Paper. We would also like to acknowledge the effort that DMIRS has placed in establishing the Voluntary Embedded Network Code; delivering a user-friendly document. As a service provider within the embedded network sector from the outset, we have seen the industry grow in various states and regulations rapidly evolve to ensure consumer protection and fairness remain at the forefront.

About Energy Intelligence

Energy Intelligence is an energy consultancy providing advisory services to clients within the embedded sector. We offer complete embedded network solutions specifically designed for our clients whom own/operate embedded sites mainly within the commercial, industrial, retail and sectors often supplied by traditional and renewable-based generation across the eastern sea board and WA. We pride ourselves on the service we provide to both our clients and customers with our collaborative, transparent and honest approach. Our compliance principle is to pursue best practice regardless of the minimum requirements of the jurisdiction. We work cooperatively with regulators, government departments and ombudsman such as the AEMC, AER, AEMO, DEWLP, DPIE, ESC, EWOV and EWON.

Tenants in our embedded networks across all states receive:

- clear easy to understand energy bills
- competitive electricity rates that are never bundled with other unregulated embedded network services
- annual rate reviews without having to make a request
- price matching if they can find a better offer in their distribution area
- access to hardship, dispute resolution and domestic violence policies
- access to life support policies and registration
- flexible payment options such as payment plans and bill smoothing
- a personal, local customer service team available to address high bill queries, meter issues, etc.
- the same consumer protections a traditional customer would receive
- proactive assistance in concession entitlements
- (NECF states) an Embedded Network Manager who does not hinder a tenant when they exercise their retailer of choice.
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If you have any further queries or would like to discuss our submission in greater detail, please feel free to contact myself or Mussan. Energy Intelligence would be available to assist in providing any supporting data and insights in an embedded network aspect. Energy Intelligence will adopt the Voluntary Embedded Network Code.

Yours sincerely,

Mardi Trezise
Managing Director
[redacted]

Mussan Larnach
Compliance Manager
[redacted]

Question number	Consultation area and section reference in Consultation Paper	Questions for consultation	Your comments
1.	**Embedded networks business models** (section 3)	Are you aware of any significantly different business models to those described in this Consultation Paper used in embedded networks in Western Australia?	No
2.	**Embedded network seller definition** (section 4)	Do you have any suggested changes to the proposed 'embedded network seller' definition?	"Entity" may be an alternative wording to "person". Exempt entity is inclusive of a person, trust, strata or organisations whilst holding the single entity responsible to meet their obligations. It is also common for the master meter account to be in the name of the controlling entity, not person. Many Commercial/Retail ENs operates under a "trust". If there comes a need for a public register, it may be worth noting the "Agent" as it is common for ENS to engage an "Agent" to provide EN services such as customer service, billing and manages the EN on behalf of the ENS.
3.	**Embedded network seller obligations** (section 5.1)	Do you have any comments on the general obligations on embedded networks sellers proposed in clauses 1, 2 and 3 of the Voluntary EN Code?	It may be useful to distinguish an embedded network service provider role as this may not always be the same entity as the ENS. This role may also be multiple entities; ENS and landlord(s) that has control of the site's assets. This entity may also perform electrical works that could affect end-user customers such as power outages. Some clarification around this may assist to ensure that the ENS is notified and in turn, end-users are notified. Where there is an ENSP, the ENS should also notify them of any life support customers including ensuring meter asset is labelled.

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			3.1 (c) – we feel that notification to tenants within 48 hours of becoming the ENS may be too short. A new landlord may • transfer a master meter retailer account without realising it is for the entire site or • not realised the property they have purchased is also an EN. • may not have contact information of all customers and will require a reasonable time to gather this information and notify.
4.	**Draft Disclosure Statement** (section 5.2)	Does the draft Disclosure Statement capture all information that should be disclosed to customers upfront? If not, what other information should be included?	The disclosure statement may be better managed if it was generic for the embedded network. This will also allow the ENS to include the statement to property documentation early such as lease and sales pack. Customer's name will be captured in the Energy Agreement. Contact information for Electrical Faults that is not at main grid level (technical problems) should be mandatory. Other information that could assist with end-use customers' expectations such as Billing frequency Available payment methods Moving out notification Change of Rates frequency
5.	**Metering arrangements** (section 5.3)	Do you have any comments on the proposed arrangements for metering outlined in clause 5 of the Voluntary EN Code?	There should be some expectations for new built. • Unmetered supply point should only be allowed for certain circumstances. Standard

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			commercial/residential ENs should not have any unmetered supply. • At a minimum, interval meters should be installed. The metering will further support tenant usage control and assist with high usage investigations.
6.	**Disconnections and interruptions standards** (section 5.8)	Do you have any comments on the standards for disconnections and interruptions proposed in clause 10 of the Voluntary EN Code?	No comment.
7.	**Access to renewable sources of electricity** (section 5.11)	Are the requirements in clause 14 of the Voluntary EN Code sufficient to facilitate access to electricity from renewable sources? Is anything else required, for instance additional information provision?	No comment
8.	**Metering functionality** (section 6.1.1)	8.1 Should private meters installed in new embedded networks be subject to minimum standards in terms of functionality? For instance: • meter captures and stores data in 30 minute intervals; • meter captures and stores data in 5 minute intervals; or • meter supports remote reading (communications enabled).	Meter installed in new ENs should be able to capture and stores data in 15/30-minute intervals at a minimum and is capable of upgrading to remote reading (communications enabled). Meter installation standards should also be mandatory to assist with meter exchanges if required.
		8.2 Should metering standards only be applied to new builds, or also to meter replacements and upgrades in existing embedded networks?	New builds only.

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			For existing sites, meter upgrade only apply when meters are faulty, and a new meter is required.
		8.3 Should such requirements also apply to conversions to embedded network (known as meter merges)?	Yes.
		8.4 What exemptions might be required if metering standards are applied?	Land lease communities.
9.	**Meter ownership and access** (section 6.1.2)	9.1 Should there be a requirement that, from a certain date, private meters installed in embedded networks must be owned outright by the property owner (or collective property owners if strata titled)?	Yes, there should be an expectation that the private meters are owned by the property owner. There should also be an option to purchase the assets outright between ENS and Landlord under a commercial agreement. This should be a fair and reasonable cost as the meter asset can be costly and the ENS should be able to recover this cost through EN operations. Some ENS may have an agreement with the Landlord for a long duration ie. +15 years.
		9.2 Should there be a requirement that, from a certain date, private meters installed in embedded networks must meet certain requirements for access, interoperability and/or common communication standards?	Yes, future date ie. 1 JUL 24 so that it allows the industry to prepare. Allows new builds time to prepare or make changes where possible.
		9.3 Should any other types of assets in the embedded networks (e.g. DER assets) be covered by similar ownership and access requirements or is it acceptable for ownership of these other types of assets to be outsourced to reduce upfront costs to customers?	Acceptable for ownership of these other types of assets to be outsourced. A property owner may not be equipped to manage/maintain these types of assets and will be at risk of maintenance neglect.

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10.	**Regulation of safety requirements in embedded networks** (section 6.2)	Do you consider there is a need for greater regulation of safety requirements within embedded networks? Why/why not?	The same safety requirements should apply inside an EN as it would outside of an EN. Tenants should not be subjected to lower safety standards just because they live in an EN.