

Choosing your Electricity Provider – Embedded Networks

If you've been in your property for a while, or have just moved in, you may be looking to compare electricity offers in the market.

Your property is part of an Embedded Network which is a private electricity network that purchases electricity from a single point, called the Parent Meter, and then on-sells the electricity to each of the occupiers through individual Child Meters. The party that manages the billing of Child Meters is called the Embedded Network Operator. For more information on Embedded Networks, visit: [What is an Embedded Network?](#)

Signing Up...

As an electricity customer you have the right to choose your electricity provider, which may be from the Embedded Network Operator or a licensed electricity retailer.

Your Embedded Network Operator is:

Hamilton Island Services (HIS)

Phone: 1300 657 844

Website: <https://www.hamiltonisland.com.au/energy>

The first thing to do is get an offer from your Embedded Network Operator, contact them with the details above.

Choosing the Embedded Network Operator

If you choose the Embedded Network Operator to supply your electricity, the signup process is simple, and your supply should be connected within 3-5 business days. You will also benefit directly from any renewable initiatives implemented by the property.

Choosing another Electricity Retailer

If you decide to choose an electricity retailer that is not the Embedded Network Operator, the process is more detailed and may take up to 4 weeks to connect your electricity. You'll need to make sure you understand the potential consequences of this, including a new electricity meter, associated costs and receiving two invoices.

Tip: Sign up your electricity with the operator so you have supply as soon as possible – however, be wary of any termination costs. You can then look to move to an electricity provider of your choice. You may also be able to provide a quote to the operator and get a better rate straight away.

Process to choose another Electricity Retailer

Electricity pricing is generally broken up into three sections - retail, network and other charges.

- The retail, or energy, component is the cost of the electricity that you consume.
- The network refers to the cost you pay for the physical poles and wires to get the electricity to your property; and,
- The Other charges are administrative costs for various government initiatives and schemes, market running costs and metering.

Step 1 – Obtaining an Energy Only Quote

To obtain an offer from an Electricity Retailer, you will need to tell them three things:

1. that you are in an Embedded Network,
2. you do not have a National Meter Identifier¹ (NMI); and,
3. that you need an “energy only”² quote.

The representative you speak to from the Electricity Retailer may not understand your requirements, and so you may have to ask them to speak to a supervisor.

Confirm with the Electricity Retailer that they will invoice you as an Embedded Network customer on an ‘energy only’ basis and whether there will be any additional fees.

Step 2 – Obtaining the appropriate Network Tariff

Ask your Embedded Network Operator to tell you what “Network Tariff” you are on, and to provide the rates of the tariff.

Step 3 – Comparing Offers

Add the “Energy Only” quote to the “Network Tariff” rates. This is the equivalent rate you will be charged by choosing another Electricity Retailer. Compare this rate to the offer you received from the Embedded Network Operator.

Step 4 – Making a Decision

If appropriate, ask the Embedded Network Operator if they will match the rate provided by the Electricity Retailer. If they will and you are happy, accept this rate – nothing more for you to do.

If you decide that you wish to proceed with another Electricity Retailer, you will need to tell them to contact ENM Solutions by email – ENMSOENM@ENMSolutions.com.au – as the Embedded Network Manager. We will provide them with the detail they require to set up your account. You will also need to contact the Embedded Network Operator to set up your Network Account.

¹ **National Meter Identifier (NMI)** - is a 10-digit number that identifies every connection in the National Electricity Market and because you are in a private electricity network you will most likely not have an NMI just yet.

² **“Energy Only”** – is the Retail and Other components of electricity pricing. The cost of electricity you consume.

Frequently Asked Questions

1. Will I receive two Invoices?

More than likely you will receive two invoices - one from your chosen Electricity Retailer for "Energy Only" charges and Other charges and one from the Embedded Network Operator for the Network charges. You should not be invoiced twice for the network charges. Make sure you check your first invoices.

2. Why is this process so detailed and why will I receive two invoices?

All electricity for the property goes through the Parent Meter – the single meter at the boundary of the property. Current market processes enable your "Energy Only" consumption as an occupier to be subtracted from the Parent Meter so that it is not double charged. Unfortunately, this is not available for the Network component – which is why you will receive two invoices.

3. Can I use my existing electricity meter?

The Electricity Retailer may elect to use the existing Embedded Network meter that is installed for your property, otherwise they may install a new meter. The Electricity Retailer may or may not pay for the meter, and so it's best to make sure at the beginning of the process.

4. Can I change my electricity provider once I have signed up?

Yes, you are able to change your electricity provider at any point you would like. Keep in mind there may be termination costs associated with ending a contract early.

5. Where can I get more information?

Your Embedded Network Operator will be the best party to contact for any specific Embedded Network questions. They will work with you to obtain any answers you require.

The ENM Solutions' website may also be of use:

- [What is an Embedded Network?](#)
- [What are the New Rules for Embedded Networks?](#)

You can also learn more about Embedded Networks and your rights by visiting the Australian Energy Regulator's website: [Information for customers in Embedded Networks](#).

Contact Us

ENM Solutions is an independent and has been appointed as the Embedded Network Manager at your Embedded Network. If you have any questions, please don't hesitate to contact us on:

Email: ENMSOENM@ENMSolutions.com.au
Phone: 1300 000 366
Website: www.ENMSolutions.com.au

Email is our preferred method of communication, and we will get back to you as soon as possible.