

Frequently Asked Questions (FAQ)



What is an Embedded Network?

Embedded networks are private electricity networks which serve multiple premises (**Tenancies**) and are located within, and connected to, a distribution or transmission system through a single metering point (**Parent Meter**) in the National Electricity Market. The Parent Meter therefore aggregates the consumption for all consumers within the embedded network. Common examples of embedded networks include shopping centres, retirement villages, caravan parks, apartment blocks and office buildings.

Why introduce an Embedded Network?

An embedded network can provide financial benefits to tenants within the embedded network by offering electricity at prices that can be lower than what is available from the market. The Embedded Network also provide the opportunity to introduce initiatives such as large solar generation plants and battery storage solutions potentially reducing the site's carbon footprint.

What are the relationships involved?

There are a number of relationships in relation to the operation and management of the embedded network. Firstly, we have the Owners. The Owners appointed RMS Utilities Pty Ltd as a company that specialise in the management of embedded networks to manage and operate the Embedded Network under strict conditions.

What negative impacts may the embedded network have on tenants within the Embedded Network?

Energy bills comprise of two components, an energy component and a network component that often gets bundled into one. Embedded network operators need to recover the network portion of your electricity bill directly from consumers as there are no market settlement systems allowing authorised retailers to recover these network charges (often bundled into one price) on behalf of the embedded network operator. Due to these market system limitations, authorised retailers can only offer "energy only" contracts to customers within an embedded network. There is no obligation on a retailer to service a customer within an embedded network and therefore a retailer may elect to not offer electricity as a product to consumers within embedded networks.

Who will be supplying and selling the electricity inside the Embedded Network?

RMS Utilities will on-sell electricity within the embedded network in its capacity as embedded network operator and exempt seller. Consumers within the embedded network still have the ability to purchase electricity from their preferred authorised electricity retailer providing an energy only product.

Does the Embedded Network Operator/Exempt Seller have any conditions or regulations placed upon them to protect me?

Yes, however RMS Utilities is not subject to all the obligations of an authorised electricity retailer. Customers of an embedded network will not receive the same protections as they would if they were purchasing from an authorised retailer. RMS Utilities must comply with the Australian Energy Regulator (AER) and Essential Service Commission (ESC) Guidelines and Exemption Order.

You can view the Guidelines and applicable conditions on the AER's website:

1. [Retail Selling Guideline – Retail Exempt Selling Guideline \(version 7\) - August 2025](#)
2. [Network Selling Guideline – Network Exemptions Guideline \(version 7\) - August 2025](#)

Victorian customers can view the Essential Service Commissions guidelines through the:

1. General Exemption Order 2022 - [Information on electricity licence exemptions for sellers and suppliers | Essential Services Commission](#)

Can I still purchase electricity from my preferred electricity retailer?

Yes, as a tenant within our embedded network you will always have the right to purchase your electricity from your preferred retailer. Your electricity will be supplied through the embedded network and therefore you will be charged for the network/distribution fees by CitiPower. These will be no higher than the regulated network charges you currently pay (usually as part of a bundled bill). When engaging your electricity retailer of choice, you need to enter into an energy only contract, so you are not charged twice for these network charges. There is no obligation on any authorised retailers to service any consumer within an embedded network.

RMS Utilities is the appointed embedded network manager. RMS Utilities will work with your appointed authorised electricity retailer to eliminate any double billing of network charges and facilitate for them to service you inside the embedded network if they agree. You can access more information on [How to access an authorised retailer of your choice if you live in an embedded network](#) in the AER's website.

Do I still have a NMI?

If you elect to purchase your electricity directly from RMS Utilities, you will not have a National Meter identifier (NMI) associated with your meter. You will have a meter serial number to identify your meter; this number will be displayed on your monthly bill and/or energy advice. Should you purchase electricity from an authorised electricity retailer, the appointed embedded network manager will arrange for a NMI to be created, associated with your supply, and published in the market systems.

Do I have access to a dispute resolution scheme?

An enquiry, issue or complaint of the following nature but not limited to; payments, billing disputes, general operational queries, pricing, or supply problems should be raised with RMS Utilities, in the first instance. In the unlikely event that difficulty is experienced resolving your matter with the Building Management Team, you are entitled to seek free-of-charge, independent and impartial resolution services from the relevant Energy and Water Ombudsman.

Do I have to change my meter if I elect to purchase from my electricity retailer of choice?

RMS Utilities will replace all meters in your building using a market accredited Meter Data Provider, therefore your meter would not need to be replaced, the retailer may decide to replace the meter and this will be arranged

by your new retailer of choice. The appointed embedded network manager will create an NMI that is associated with your new meter and visible to your retailer.

Will I still get a bill from the Embedded Network Operator?

Yes, your embedded network operator will bill you as follows:

- If you purchase electricity from the embedded network operator, you will be billed for both energy and network charges; or
- If you purchase your energy from an authorised electricity retailer, you will be billed for your network charges by the embedded network operator.

How often will I receive a bill?

Once a month, you will be billed for electricity with the payment is due 13 business days after the issue date of the invoice.

What are my payment options?

Tenants will be provided with a few available options including:

- BPAY
- Credit Card through your customer portal
- Credit card via a call to the customer support team
- Direct Debit
- Cheque

What should I do if I find it difficult to pay my bills?

Tenants may have trouble in paying their bills from time to time; we understand this and are here to help. Please contact the RMS Support team to discuss our flexible payment options and short-term extension options.

How do I dispute a bill that is too high?

You may request RMS Support Team to review your bill; this will be done without any charge to you. Whilst the bill is being reviewed, you are still required to pay an amount that is equal to the average cost of the last 12 months.

If you are not satisfied with the review, you may request RMS Support Team to test the meter, meter testing fees may apply. If the meter test determines the meter is accurate you will be liable for the testing fees and all outstanding amounts. We will declare all meter testing fees to you in writing. Should the meter test determine the meter is inaccurate, the meter testing fee will be waived, and your bill will be adjusted accordingly.

Who should I contact if I have an enquiry?

If you have any billing or usage questions or enquiries regarding your electricity bills, please contact the RMS Utilities support team.



RMS Support Team

Ph: 1300 938 051

Email: support@rmsutilities.com.au