



16 May 2022

MEDIA RELEASE

Committee investigates protections for embedded network customers

The Committee on Law and Safety is conducting an inquiry into embedded networks in NSW, Mr Ray Williams MP, Chair of the Committee, announced today.

Private electricity and gas networks, known as embedded networks, supply many NSW residents and business with energy and hot water. However, some residents are finding the cost of these embedded network services are very high. Sites often include apartment blocks and caravan parks.

"People living in apartments are having to pay hundreds of dollars per month for hot water", said Mr Williams. "This could indicate there is a gap in consumer protection laws, and that vulnerable consumers are being left out in the cold".

The Committee will look into the current legal framework regulating embedded networks, as well the changes proposed by the Australian Energy Market Commission in 2019 to that framework.

Mr Williams stated: "The high costs paid by customers in embedded networks impacts their access to affordable and reliable energy and hot water. Customers in embedded networks should not be worried about whether or not they can afford to heat water or cool their homes. Access to affordable and dependable energy and hot water is essential to people's health and safety".

The effect of embedded networks on residents and businesses will be examined by the Committee. It will also consider potential policy and legal solutions to address concerns about embedded networks, including any gaps in the regulatory framework.

More information, including the inquiry's terms of reference and how to make a submission, is on the Committee's [webpage](#).

Submissions to the inquiry close on 24 June 2022.

Media contact: Mr Ray Williams MP, Committee Chair, 0412 394 936

