



**LEGISLATIVE ASSEMBLY**  
Committee on Law and Safety

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**MEDIA RELEASE**

**Reform needed to support residents in embedded networks**

People receiving energy and hot water via embedded networks have limited consumer protections and can experience high prices, affecting their health and wellbeing.

This week the Legislative Assembly's Committee on Law and Safety released its report on embedded networks in NSW. The Committee considered issues impacting consumers in embedded networks due to regulatory gaps.

"Residents should not pay unjustifiably high prices or have limited consumer protections, just because they live in an embedded network", said Committee Chair Ray Williams MP.

The Committee's recommendations aim to improve consumer protections for embedded network customers and address evidence of high prices for services, particularly for centralised hot water services.

"The Committee recommended that the NSW Government immediately implement fulsome price protection measures to prevent the unreasonable and unfair pricing of hot and chilled water services in embedded networks.", noted the Chair.

Safety risks faced by embedded network customers were also examined. The Committee received evidence that these high bills have led some consumers to take drastic cost-savings action, such as not using hot water while showering. Worryingly, high bills may also have a profound effect on the most vulnerable in our community, such as people with disability, who may rely on energy services to maintain their health and safety.

The Chair stated: "The Committee is deeply concerned that the high cost of embedded network services is affecting people's health and wellbeing. Its recommendations addressing pricing and hardship support aim to address this issue."

The report also makes recommendations and findings regarding inadequate notice and disclosure to prospective residents in embedded networks, key barriers to switching providers, the complexity of consumer complaints and dispute resolution avenues and consumers' limited access to support.

The Chair further stated: "While embedded networks can deliver technology innovation and cost savings for some customers, we cannot ignore that many of them face disadvantage. Reform is needed to ensure these consumers receive equal protection to customers in traditional energy supply arrangements."

The report is available on the Committee's [webpage](#).

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