

Maximum prices for embedded networks and other exempt sellers

Submission received via Engage Victoria on our draft decision on maximum prices for embedded networks and other exempt sellers

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Do you have any comments on the commission's draft decision?

I am a resident who lives in a building that is in an embedded network operated by WINenergy. I feel very trapped with my current provider because in order to switch to a different provider, I would need to install a separate sub-meter at my own expense. This is also not possible because I am renting. I also wish to purchase renewable energy, however the offerings of WINenergy do not provide this option. In addition, as a consumer, I feel that WINenergy is not incentivised to provide high quality customer service because they have always have a captive customer base. They have high move-in and move-out charges and have no incentive to provide good rates to customers.

I welcome the commissions draft decision to implement a maximum price for users of embedded networks, particularly at a time where many people (including myself) have reduced income due to the COVID-19 lockdown. Irrespective of the impacts of COVID, customers in an embedded network should have be protected against any form of price gouging by an embedded network provider.