

Media Release

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New protections for embedded network customers

The Independent Pricing and Regulatory Tribunal (IPART) is inviting feedback on how new price caps and billing requirements for embedded networks should be implemented.

Embedded networks are private energy networks, where an operator or retailer pays to receive energy from the grid and then on-sells that energy to customers at the site. They are common in apartment blocks, retirement villages, and caravan parks.

Tribunal Member Jonathan Coppel said the changes followed IPART's recommendations in its review into the [Future of embedded networks in NSW](#) in 2023-24, and were important to ensure these customers pay a fair price for essential services and have enough information to understand their bills.

"We are seeking stakeholder submissions on what information should be included in bills, specific components of the methodology to set maximum prices, and a timeframe for when the price protections and billing requirements should start for residential embedded network customers," Mr Coppel said

"We are interested in hearing from all stakeholders including embedded network sellers and customers, industry associations and consumer advocates to ensure the new protections are as effective as possible and will support a smooth introduction of the maximum prices and new billing requirements."

IPART has released a Consultation Paper highlighting key issues, along with the draft billing standard and draft methodology to determine maximum prices. Feedback is welcome until 31 July 2026.

IPART will consult separately, and at a later date, on billing requirements and a methodology to set maximum prices for business embedded network customers.

Under the reforms, embedded network sellers will also have other new obligations that start on 1 July 2026. These include:

- becoming a member of the Energy and Water Ombudsman of NSW, if they are not already
- publishing, and keeping up to date, information on their website about the embedded network services they provide, including prices and addresses
- if they provide centralised air-conditioning, publishing information on their website about the system's efficiency.

IPART will monitor and enforce compliance with these requirements from 1 July 2026. You can read more, download the consultation paper or provide feedback via www.ipart.nsw.gov.au.

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