

26 November 2025

All Tenants
Archerfield Airport
Archerfield, QLD 4108

Dear Tenants,

Re Embedded Network Disclosure Statement

An embedded network is a private electricity arrangement where the entire site is supplied through a main electricity connection(s) to the grid. The managing authority or operator then measures and on-sells electricity to each tenant through individual meters.

In accordance with the *National Energy Retail Law* and *National Electricity Law*, we comply with a range of obligations set by the Australian Energy Regulator (AER) to ensure certain protections are provided to embedded network customers.

Under national energy laws, any person or entity that owns, controls or operates an embedded network and sells electricity within it must hold retail and network exemptions granted by the AER. With these exemptions in place, we are recognised by the AER as an *exempt seller*, and customers within the embedded network are considered *exempt customers*.

We are registered with the AER under the following exemption classes:

- **NR1 and R1** – for on-selling electricity to 10 or more small customers (consuming under 100 MWh per annum). The full list of AER Retail Conditions is available here: [Retail Exempt Selling Guideline - July 2022](#)
- **NR5 and R5** – for on-selling electricity to large customers (consuming over 100 MWh per annum). The full list of AER Network Service Provider Conditions is available here: [Network Service Provider Registration Exemption Guideline – March 2018](#)

Bundled Electricity Tariffs - Small Customers

Electricity may be supplied on a single rate bundled tariff.

As at 1 July 2025, the single rate bundled tariff (GST exclusive, Energex area) is:



Component	Retail	Network	Total
All Electricity (c/kWh)	23.58	9.862	33.44
Supply charge (c/day)	48.32	105	153.32

This tariff is based on the Origin Standing Offers (general supply) and the Energex Business Flat network tariff (NTC 8500).

Choice of Energy Retailer

Customers within an embedded network have the right to purchase electricity from a retailer of their choice by establishing a **child NMI** within the embedded network.

Customers must inform the retailer that their premises is part of an embedded network and request an '**energy only**' supply offer.

Please note that electricity retailers may charge you for connection, metering and service fees to enable this service. Additional costs incurred for electrical works and metering upgrades will be incurred at the customer's cost.

Charges for Network Use When Choosing Your Own Retailer

If you take up an 'energy only' agreement, we (as the exempt seller) will continue to charge **network consumption charges** while your electricity retailer will charge you for energy costs.

Our network charge is based on a shadow price, in accordance with section 4.6.2 of the AER Network Service Provider Guidelines. It reflects the network tariff Energex would apply if you were directly connected to its network.

The applicable network tariff will be assessed by our billing agent, **Energy & Plant Management**, based on usage patterns and meter type.

Embedded Network Manager

Our assigned Embedded Network Manager and billing agent is: **Energy & Plant Management**

- Email: EPMENM@energyplant.biz

Their role is to facilitate the transfer of exempt customers from off-market (purchasing energy from us, the exempt seller) to on-market (purchasing energy via retailer of choice) in the national energy market database.

Dispute Resolution

Your Rights and Our Commitment:

As a customer receiving electricity through our embedded network, you have the right to raise concerns and complaints about matters related to your electricity supply, billing,



or service. We are committed to addressing and resolving your concerns fairly, efficiently, and transparently.

Response Timeframe:

We will endeavour to provide a meaningful response within 28 business days of receiving your complaint. We will keep you informed of progress throughout this period.

If your complaint is complex and requires extensive investigation, we may need additional time. In such cases, we will discuss and agree on a mutually acceptable extension with you.

Resolution:

Once we have investigated your complaint, we will respond to you in writing, we will discuss potential resolutions with you. If a resolution is accepted, we will carry it out and record the outcome.

Status Updates:

You can contact us at any time to request an update on the status of your complaint.

Escalation Within Our Organization:

If you are not satisfied with how we are handling your complaint, you can request escalation to a more senior staff member.

Emergency Contact Numbers

In the event of a fault or emergency, please contact:

- During business hours – **07 3275 8000**
- Out of hours – **0414 233 903**
- Energex (available 24/7): **13 19 62**

Account Enquiries and Complaints

For AAC billing or account queries, please contact:

- Stephanie Han – **07 3275 8013** - accounts@archerfieldairport.com.au

If you require further clarification on any of the information provided above, please contact Clint McGill – **07 3275 8017** or facilities@archerfieldairport.com.au

Please advise of any further information you require.

Yours sincerely,

A handwritten signature in black ink that reads "Clint McGill".

Clint McGill

