

1 July 2026

All Tenants
Archerfield Airport
Archerfield, QLD 4108

Dear Tenants,

Re: Disclosure Statement - Embedded Network

An embedded network is a private electricity arrangement where the entire site is supplied through a single electricity connection to the grid. The managing agent 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. However, we are not subject to all of the obligations that apply to authorised retailers and you may not receive the same level of consumer protections as you would when purchasing electricity from an authorised retailer.

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)
- **NR5 and R5** – for on-selling electricity to large customers (consuming over 100 MWh per annum)

Obligations under these exemption classes:

- **R1 Exemption:** We must comply with conditions 1, 2 (except 1F, 1G and 1I), 3 (except 3N), 4–8, 9 (except 1A), 10 (except 1A, 1B), 11, 12 (except 1), 14–16, 18–19, and 21–23.
- **R5 Exemption:** We must comply with conditions 1, 11, 12 (except 1), 14, and 21.



The full list of AER Retail Conditions is available here:

[Retail Exempt Selling Guideline – July 2022](#)

- **NR1 Exemption:** We must comply with all conditions except 4.1.10, 4.1.11, and 4.1.13.
- **NR5 Exemption:** We must comply with all conditions except 4.1.13 and 4.1.16.

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 2026, the single rate bundled tariff (GST exclusive, Energex area) is:

Component	Retail
All Electricity (c/kWh)	28.9355
Supply charge (c/day)	261.6251

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

If your tenancy has a **time of use meter**, our embedded network billing agent will review your first month of usage and apply whichever tariff (single rate or time of use) results in the lower cost. This will then be used for all future bills unless you advise us otherwise.

As at 1 July 2026, the time of use bundled tariff (GST exclusive, Energex area) is:

Component	Total
Peak Electricity (c/kWh) – 5pm to 8pm Weekdays	57.3331
Shoulder Usage – (Midnight – 11am, 1pm – 5pm, 8pm – Midnight-Weekdays, Midnight – 11am, 1pm – midnight weekdays)	27.0523
Off-Peak Electricity (c/kWh)	8.7351
Supply charge (c/day)	261.4150

This tariff is based on the Origin Standing Offers (general supply 5-day time of use).

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.

To do so, 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 connection, metering and service fees to enable this service. Additional costs incurred for electrical works and metering upgrades can be incurred at the customers 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.

Embedded network owners and operators have a legal responsibility to provide their customers a fair and reasonable dispute resolution service.

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.

Internal Escalation:

Ask for your complaint to be escalated to a more senior staff member. We will escalate your complaint in accordance with our internal procedures and advise you of the outcome.

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 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,



Clint McGill

