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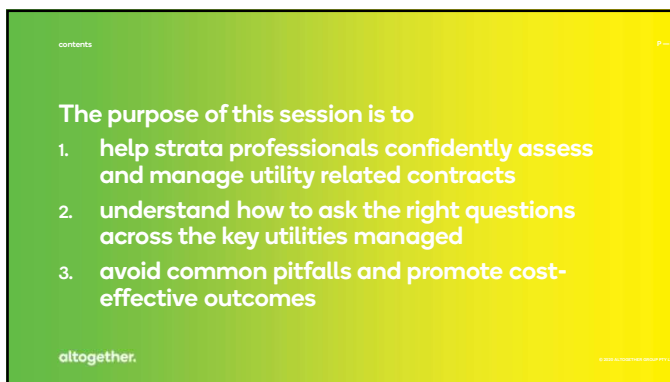
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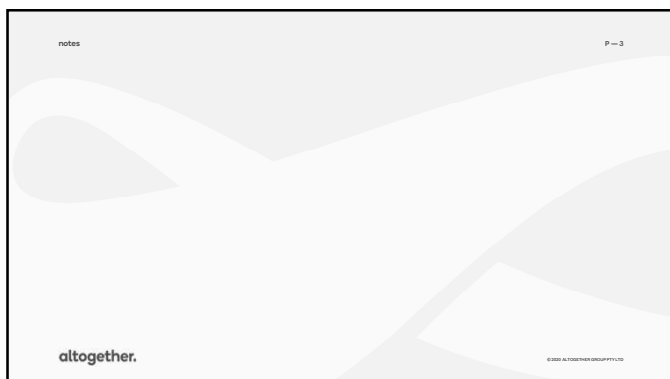
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electricity P — 4

# 01 electricity

all strata buildings are connected to the national energy market

- ☐ physically
- ☐ market participant

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electricity P — 5

# common area only questions

- ☐ Is the common area a large or small market customer?
  - **LARGE** <consumes 100,000kWh per year> **SMALL**
- ☐ Who holds the supply agreement for the common area meter(s)? e.g. Origin, Shell, KGL, etc.
- ☐ Are charges based on a standard retail tariff or a negotiated rate?
- ☐ Is the common area supply part of a bulk procurement agreement?
  - usually large market contract
- ☐ Is there a Direct Metering Agreement (DMA) in place?
- ☐ Is there a broker involved?
- ☐ How is the broker paid?
- ☐ Is the current contract term expiring soon?
- ☐ Are there penalties for early exit?
- ☐ Are there penalties for late renewal?
- ☐ Is there transparency on solar generation offsets (if applicable)?
- ☐ How is the common area's electricity reconciled in the annual budget? How to calculate the cost of energy?

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electricity P — 6

# contracts and documents to review

- ☐ Common area electricity supply agreement or offer.
- ☐ Network tariff breakdown
  - Is the Body Corporate being charged demand-based tariffs (e.g. kVA charges)?
  - Are there opportunities to reduce load (e.g. through lighting upgrades, timers, solar)?
- ☐ Energy efficiency reports
- ☐ Maintenance schedules for high-consumption assets (e.g. lifts, HVAC)
- ☐ Resources
  - [www.energymadeeasy.com.au](http://www.energymadeeasy.com.au)

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electricity

**embedded networks**

questions

- ☐ Is the network embedded or market facing?
- ☐ Who holds the retail exemption or licence to sell electricity?
- ☐ What metering arrangement is in place (parent / child, smart meters)?
- ☐ Are tariffs aligned with default market offer or a custom rate?
- ☐ What customer protections are in place for residents?

documents to review

- ☐ Electricity sale agreements (with retailer or billing agent)
- ☐ Retail exemption details or AER retailer licence
- ☐ Network tariff classifications
- ☐ Billing policy and dispute resolution process

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electricity

**embedded networks**

service provider assessment matrix

- ☐ Compliance
- ☐ Metering and pricing
- ☐ Dispute resolution and information handling
- ☐ Safety and maintenance
- ☐ Contract and equipment

resources

- ☐ EN compliance matrix
- ☐ Network exemption guidelines  
[www.aer.gov.au/industry/networks/exemptions](http://www.aer.gov.au/industry/networks/exemptions)
- ☐ Retail exempt selling guideline including ombudsman visit  
[www.aer.gov.au/industry/retail/exemptions](http://www.aer.gov.au/industry/retail/exemptions)
- ☐ List of retailers  
[www.aer.gov.au/industry/registers/authorisations](http://www.aer.gov.au/industry/registers/authorisations)
- ☐ Retail market performance  
[www.aer.gov.au/industry/retail/performance-reporting](http://www.aer.gov.au/industry/retail/performance-reporting)

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notes

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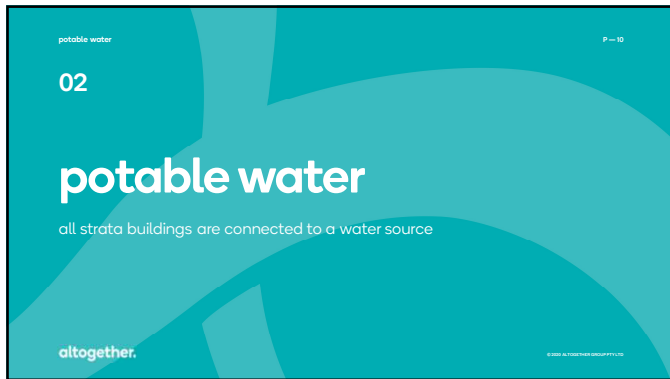
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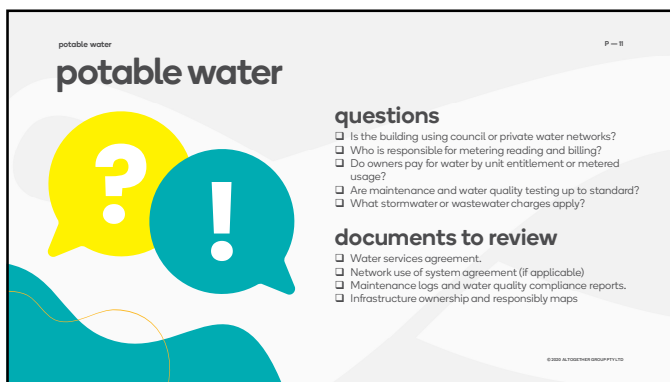
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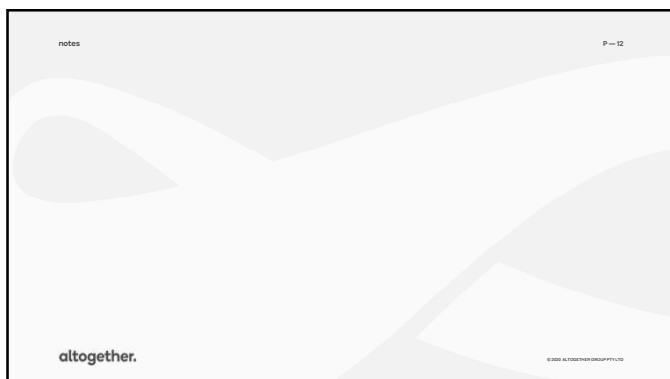
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hot water and gas

P — 13

03-04

# hot water and gas

usual for high rise buildings to include centralised hot water and gas considerations

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hot water and gas

P — 14

hot water and centralised heating



## questions

- ☐ Is the system bulk hot water or individual?
- ☐ How is water metered (volume or energy content)?
- ☐ Are fixed access fees transparent?
- ☐ What maintenance and safety checks are in place?
- ☐ Is the system linked to electricity or solar or gas?

## documents to review

- ☐ Hot water services agreement (e.g. Altogether, Serviced Hot Water, Smart Energy Services, Origin)
- ☐ Gas or electricity input supply contracts
- ☐ Service and maintenance schedules
- ☐ Billing methodology and unit rates

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hot water and gas

P — 15

gas (natural or LPG)



## questions

- ☐ Is gas used centrally or billing individually?
- ☐ Are meters correctly registered and validated?
- ☐ What price fluctuations or fixed rates apply?
- ☐ How are gas rebates or concessions handled?

## documents to review

- ☐ Gas supply agreement
- ☐ Maintenance and compliance reports
- ☐ Retail exemption (if on-selling)
- ☐ Annual safety and leak testing obligations
- ☐ [www.energymadeeasy.com.au](http://www.energymadeeasy.com.au)

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solar

05

**solar**

- ☐ popular for new developments to be constructed with some form of solar generation
- ☐ solar compliance in legacy developments has not been well understood

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P — 16

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solar

**solar pv**

**questions**

- ☐ Who owns the solar system?
- ☐ Is the energy used onsite or exported to the grid?
- ☐ How are the benefits allocated to residents?
- ☐ Is a solar PPA (Power Purchase Agreement) in place?
- ☐ Are systems scalable and well maintained?

**documents to review**

- ☐ Solar Installation Agreement
- ☐ PPA terms or embedded network upgrade contracts
- ☐ Maintenance and warranty documentation
- ☐ Inverter and battery monitoring reports

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P — 17

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notes

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P — 18

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other P — 19

## 06 other products

electric vehicles are a popular topic of conversation for committees, prepare to be confident to deliver a message of

- ☐ building capacity
- ☐ safety and
- ☐ convenience

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other P — 20

## other emerging products and considerations



- ☐ EV charging stations
- ☐ HVAC charging
- ☐ Demand load management systems (DLMS)

### questions

- ☐ Who is responsible for installation and maintenance?
- ☐ Is infrastructure future proofed for technology and compliance upgrades?
- ☐ How are access rights, exclusive use and billing managed?

### documents to review

- ☐ Infrastructure supply and ownership agreements
- ☐ Exclusive use approvals (CMS, bylaws)
- ☐ Load analysis and impact scoping studies
- ☐ Fire safety and compliance approvals

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notes P — 21

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Conclusion P – 23

When in doubt, ask for help with

- ☐ reviewing third-party proposals for value and compliance
- ☐ comparing current utility agreements to market benchmarks
- ☐ providing infrastructure scoping or engineering reviews
- ☐ supporting committee presentations or general meeting motions
- ☐ preparing tailored by-laws or CMS updates

Collaboration wins

- ☐ align early with your committee to develop questions and decision frameworks
- ☐ encourage transparency and shared education to avoid conflict later in the process

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P – 24

# thank you

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e. [s.price@altogethergroup.com.au](mailto:s.price@altogethergroup.com.au)  
m. 0447 071 346

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