

# EMBEDDED NETWORK OPT-OUT POLICY

## 1 PURPOSE

This policy outlines how customers supplied through an Embedded Network may opt out and access a retailer of their choice, consistent with the National Energy Retail Law (NERL), National Energy Retail Rules (NERR), and AER (Retail) Exempt Selling Guidelines.

## 2 SCOPE

This policy applies to all residential and small business customers supplied under an Embedded Network arrangement operated by SEAC Energy.

## 3 CUSTOMER RIGHT TO OPT-OUT

Customers have the right to:

- Purchase electricity from a retailer of their choice.
- Request the installation of a separate National Meter Identifier (NMI) if they wish to be directly connected to the market.
- Receive transparent information on tariffs, charges, and opt-out processes.

## 4 HOW TO OPT-OUT

Customers may initiate the opt-out process by:

- Submitting a written request to SEAC Energy using the "Customer Opt-Out Request Form" (see Appendix 1).
- Contacting our Customer Service Team via 1300 236 906 or [support@seacenergy.com.au](mailto:support@seacenergy.com.au).

Within 5 business days of receiving an opt-out request, SEAC Energy will:

- Confirm receipt of the request.
- Provide information on any metering, technical or contractual requirements.
- Assist with facilitating market metering where needed.

## 5 IMPORTANT CUSTOMER PROTECTIONS

### 5.1 Family Violence Protections

Customers affected by family violence will be supported confidentially and safely:

- No requirement to provide documentary evidence of family violence.
- Flexible communication options will be offered (e.g., email, mail, telephone).
- Customers may nominate an authorised representative to act on their behalf.

### 5.2 Life Support Customers

Life support customers will receive:

- Priority handling of any opt-out requests.
- No disruption to supply during the opt-out transition process.

## 6 CHARGES AND TARIFF TRANSPARENCY

- All embedded network tariffs, fees, and charges will be published on <https://www.seacenergy.com.au/> and available upon request.
- Customers will be clearly informed of any metering or disconnection/reconnection charges that may apply if opting out.

## 7 DISPUTE RESOLUTION

If a customer disagrees with any aspect of the opt-out process, they may:

- Raise a complaint directly with SEAC Energy for internal review.
- Escalate unresolved complaints to the relevant Energy and Water Ombudsman.

## 8 REGULATORY OBLIGATIONS

- SEAC Energy must notify the AER within 20 business days if there is a change to the authorised representative.
- This Policy will be reviewed annually and updated to reflect regulatory changes, including the closure of deemed classes D1, D2, ND1 and ND2 by 31 December 2025.

## 9 FALLBACK ARRANGEMENTS

Should SEAC Energy be unable to continue energy supply, customers will be transferred to a Retailer of Last Resort (RoLR) in accordance with AER procedures.

## 10 APPENDIX A – STAFF TRAINING SCRIPT

Staff Training Script – Share with Billing & Customer Service Manager

'We appreciate that you wish to be supplied by a different retailer. SEAC Energy has appointed an embedded network manager to assist with this process.

The first step is for you to find an alternative offer and to accept that offer. I need to note that not all energy retailers are willing to supply electricity into an embedded network.

I also need to let you know that even if you do take an alternative offer, you may still be responsible for the payment of network charges directly to SEAC Energy.'

Written response

'Thank you for your email of [insert date]. We appreciate that you wish to be supplied by a different retailer. SEAC Energy has appointed an embedded network manager to assist with this process.

The first step is for you to find an alternative offer and to accept that offer. I need to note that not all energy retailers are willing to supply electricity into an embedded network.

I also need to let you know that even if you do take an alternative offer, you may still be responsible for the payment of network charges directly to SEAC Energy.'

Addition where information is sought on other offers

We would like to direct you to the government run comparison website [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au) to see potentially available offers. You will need to contact your preferred supplier and let them know you are within an embedded network. You can then provide them with the following details to facilitate the transfer:

[insert details]

## 11 APPENDIX B - CUSTOMER OPT-OUT REQUEST FORM

### SEAC Energy Embedded Network Opt-Out Request

#### 11.1 Customer Details

**Full Name:** \_\_\_\_\_  
**Property Address:** \_\_\_\_\_  
**Embedded Network Site:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_

#### 11.2 Authorised Representative (if applicable)

**Representative Name:** \_\_\_\_\_  
**Relationship to Customer:** \_\_\_\_\_  
**Contact Details:** \_\_\_\_\_

*(Attach proof of authority, e.g., power of attorney, where required)*

#### 11.3 Request Type

Please select:

- I wish to opt-out of the embedded network and engage a retailer of my choice.
- I wish to arrange installation of a new market NMI (metering connection).

#### 11.4 Reason for Opt-Out (optional)

#### 11.5 Special Circumstances

Please indicate if any of the following apply:

- Life support equipment is used at the premises.
- I require special handling due to family violence.

*(No documentary evidence required. You may nominate a preferred communication method below)*

Preferred communication method:

- Email
- Phone
- Mail

#### 11.6 Declaration

I understand that opting out may involve technical, metering or contractual requirements and charges, which will be communicated to me. I confirm that the information provided is true and correct.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

#### 11.7 Submission Instructions

Please return this form to:

- Email: [[support@seacenergy.com.au](mailto:support@seacenergy.com.au)]
- Post: [Company Name, Opt-Out Team, Address]
- Or contact [Phone Number] for assistance

#### Office Use Only

- Date Received: \_\_\_\_\_
- Acknowledgment Sent: \_\_\_\_\_
- Action Taken: \_\_\_\_\_
- Completion Date: \_\_\_\_\_