

What is a Community Embedded Network (CEN)?

Embedded networks are formed when there is one 'parent' point of connection to the electricity distribution network with multiple 'child' meters within it. Oakden Rise is implementing an embedded network, and the distribution network inside Oakden Rise is operated, controlled and maintained by **Sustainable Asset Company**. Connections for electricity at Oakden Rise are not through **South Australia Power Networks (SAPN)**, but through **Sustainable Asset Company**. Attached to this FAQ document is the form you will need to fill in and return to connections@sustasco.com.au to enable your connection to the network. Service and Technical Installation Rules, Solar Connections Policy and other items, relevant to connecting to the network are available on the Sustainable Asset Co website, www.sustaco.com.au

How do I connect my electricity in the Oakden Rise CEN

The same principles apply in the Oakden Rise CEN. However you must make your new connection applications to Sustainable Asset Company, and they can be contacted at connections@sustasco.com.au or via telephone 1300 787 822. They will be able to provide you with the required information and detail you the process of connection.

What is the benefit of being part of a CEN?

You will be part of a sustainable connected community, with clean electricity and innovative technology, while receiving competitive electricity bills, with 100% Green Power at no additional cost. If you choose to install solar panels, you will also receive a feed in tariff. Your excess generated electricity will be used within the community.

Who is the electricity retailer for Oakden Rise CEN?

As Oakden Rise is implementing a CEN, there will be a dedicated electricity retailer offering a community energy deal. This will be known as Oakden Rise Community Energy Co. Oakden Rise Community Energy Co, will provide retail services to the development, and benefits include all electricity used within the development is 100% green power, you pay no additional cost. Rates and charges for electricity retail will be shown in the table below. To establish an account with the retailer, please contact info@aseno.com.au or contact 1300 027 366. You can choose to use another electricity retailer if you wish.

From Energy Made Easy Website	Oakden Rise Community Energy	Glo Bird	Momentum	Red Energy	AGL	Origin	Energy Australia
Cost per kWh (c/kWh)	35.75	36.85	35.31	42.93	43.63	43.86	46.18
Green Power cost per kWh	(included)	Not Offered	4.95	3.3	4.4	4.5	4.95
Total Cost per kWh	35.75	36.85	40.26	46.23	48.03	48.36	51.13
FIT per kWh (c/kWh)	2	1.5	2.5	2	2	2	4.5
Daily Supply Charge (c)	66.88	133.1	166.21	106.7	108.03	105.57	124.3
Annual kWh Network Charge per Annum (\$)	4000 198	4000 -	4000 -	4000 -	4000 -	4000 -	4000 -
Net Total Bill (\$)	\$ 1,872.11	\$ 1,959.82	\$ 2,217.07	\$ 2,238.66	\$ 2,315.51	\$ 2,319.73	\$ 2,498.90
Price Difference (% above ORCEC)	--	5%	18%	20%	24%	24%	33%

*All Rates are Inclusive of GST and were available on <https://www.energymadeeasy.gov.au/> as of July 2025

Do I have to be part of the Oakden Rise Community Energy Co?

You can choose to use another electricity retailer if you wish. If you do choose to use a different electricity retailer, you may receive two separate bills, one bill for 'Electricity only' from your chosen electricity retailer and, because a private operator owns the CEN across the community, you will receive a second bill for Network and Supply to Property charges from that operator. If you have questions regarding this or want more information please contact info@sustasco.com.au or call 1300 787 822 to speak with a representative. In some cases, you will pay daily supply charges to your chosen energy retailer and the private operator

will liaise with that retailer to collect the daily supply charges. If the chosen retailer does not wish to participate in this, you will

receive a separate invoice for your daily supply charges from the private operator and one from your energy retailer as explained below

What is an 'Electricity Only' invoice?

An 'Electricity Only' invoice is how your electricity provider will invoice you for your consumption of electricity only. 'Electricity Only' contracts are made at the discretion of electricity retailers, so they may be difficult to obtain.

What are Supply to Property charges?

Supply to Property charge is not related to your monthly consumption of electricity. Supply to Property charges are the charges that you incur for being connected to the local electricity network. This will appear on your monthly bill as Supply to Property charge.

Is three phase available to my property?

Yes, there is three phase available to the property. You will need to make an application to have three phase connected with Sustainable Asset Company.

How does my electrician apply for connection?

Your builder or electrician will complete a form (PDF or Online) to apply for power. Each distribution pit will have fused gel port connections, for the electrician to run the property mains into.

Who supplies my meter?

Sustainable Asset Company will arrange for your meter fix to occur. This meter is able to be used by any retailer should you not wish to participate in the Oakden Rise Community Energy Co retailer offer.

Does the CEN Operator and Oakden Rise Community Energy Co provide the same Consumer Protections as other retailers?

Yes, both organisations ensure that its customers within the CEN are covered by regulated customer protections.

These protections include;

- billing/payment procedures
- fair disconnection procedures
- Complaints and Hardship procedures

If you are a 'small customer' under the energy laws and you are not happy with how Oakden Rise Community Energy Co treats you as a customer, Oakden Rise Community Energy Co has a robust internal dispute resolution process to respond to any complaints you may have. In addition to this, both the CEN operator and Oakden Rise Community Energy Co will be members of the relevant ombudsman schemes.

I have received an offer from a major retailer for a better price. What can you do to match the deal?

Let us have the details of the offer from the major retailer, and if it's genuine, Oakden Rise Community Energy Co will consider matching, or making a better offer.

If you, or anyone at your home or business premises depends on life support (or to put this another way, are 'life support dependent'), this needs to be registered on your account.

What is life support equipment?

Life support equipment means the following:

- an oxygen concentrator;
- an intermittent peritoneal dialysis machine;
- a kidney dialysis machine;
- a chronic positive airways pressure respirator;
- CriglerNajjar syndrome phototherapy equipment
- ventilator for life support; and
- in relation to a particular customer—any other equipment that a registered medical practitioner certifies is required for
- a person residing at the customer's premises for life support.

Can I register a person for Life Support?

Yes, you must let us know if you or another person at your premises requires life support equipment.

Contact the CEN operator info@sustasco.com.au or 1300 787 822 as soon as this is required, they will send a Medical Confirmation Form to complete and return and they will ensure the person and address is registered, they will also make sure that SAPN is informed.

Note - If you have chosen a retailer other than Oakden Rise Energy Co, you will need to contact that retailer to register.

Can electricity still be disconnected if my premises is registered as needing life support equipment?

Yes, however where the disconnection is planned, Oakden Rise Community Energy Co or the CEN owner will give you notice as required by the National Energy Retail Rules.

Your electricity supply may also be disconnected in an emergency or where there is a fault in the electricity network. You will not have any prior notice of such disconnections.

What should we do if our electricity is disconnected, and we need life support?

Firstly, if there is a risk of injury or death you should call Emergency Services on 000. If your electricity is disconnected without notice you can also contact info@sustasco.com.au or 1300 787 822

If you decide to change retailer at your premises and a person residing at your premises continues to require life support equipment, you should advise your new retailer of that person's requirements.

What is a smart meter?

A smart meter (also known as an advanced meter or 'type 4' meter) is a device that measures when and how much electricity is used at your premises. It sends this information back to Oakden Rise Community Energy Co without your meter needing to be manually read by a meter reader.

Smart meters can also do other things remotely, like allow the electricity supply to be remotely switched on and off without the need for a field technician, measure the power quality at your premises and notify your electricity distributor when the power goes out.

What is a tariff?

Oakden Rise Community Energy Co applies electricity pricing tariffs that are 'regulated': where the price is set by government. These are known as Default Market Offers. (DMO's)

Oakden Rise Community Energy Co tariffs are guaranteed to be less than the DMO applicable to your distribution jurisdiction.

Who is responsible for the application and approval of solar/battery installations within an embedded network?

Each builder or resident must apply to the Sustainable Asset Company or the connection of their solar PV system. There is a solar PV connection policy that must be read and adhered to when requesting solar or battery. Sustainable Asset Company will then make an application to SAPN for the aggregated load of the solar behind the gate meter.

Why is the embedded network owner/operator responsible for solar/battery installations at residents' dwellings?

An embedded network has one point of connection to SAPN's electricity distribution network. The National Electricity Rules state that the owner (Sustainable Asset Company) of that connection point must be the connection applicant.

What happens where solar/batteries are already installed at a resident's dwelling and the embedded network owner/operator was not consulted?

It is the responsibility of Sustainable Asset Company to ensure a valid connection contract is in place with SAPN for any solar or batteries installed within an embedded network.

The electrical contractor also has a responsibility to provide correct information to Sustainable Asset Company within a connection application. If you believe there are solar or batteries installed without approval, talk to Sustainable Asset Company

They can engage an electrical contractor to audit the site and submit a connection application to us to ensure there's a valid

Report a fault or emergency

If your fault or emergency is life-threatening or dangerous, please call 000 for emergency assistance immediately.

If only your residence is affected, you should check your electrical fuse box. Your master safety switch might have tripped due to an overload of an electrical item in your residence.

We highly recommend that you contact your qualified electrician for advice and service. If your residence and the surrounding area is affected, there will be an electrical outage across your neighborhood, call Sustainable Asset Company for assistance. The telephone number for that service provider is 1300 787 822. This number is also located on the notice inside your switchboard door and on the top right-hand side of your electricity bill