

What are the AES Regulations?

The Alternative Electricity Services (AES) regulations are part of a framework including a code of practice. The objective is to define standards of conduct in the supply of electricity and related services to Customers in a 'Single Property Network (SPN)'.

Who do the Regulations apply to?

The regulations apply to private electricity networks that service multiple lots or tenancies within one property referred to as a SPN. In previous drafts of regulations this was referred to as 'Embedded Networks'.

What is a Single Property Network (SPN)?

An SPN is a private network, located on a single property with electricity supplied by a licenced network e.g. Synergy. The following are all examples of common SPNs: Shopping centre, commercial office building, retirement village, industrial complex, university, apartment building, port, airport. Strata properties are included in the regulation as an SPN.

Key Obligations from the Code of Practice*

Terms of engagement

There are requirements for a Supply Agreement (separate to lease terms) and a written disclosure statement (prescribed format) for each Lot Owner, which must be updated if details change. An ENS is also obliged to facilitate works if a Lot Owner seeks an Alternate Supply, although this is at their cost.

Metering Infrastructure

The ENS must, if requested, provide a Lot Owner with meter information, facilitate the installation of an interval meter (at Lot Owners cost), conduct meter testing (Lot Owner only pays if no issues) and provide the Lot Owner with access to see their meter.

Billing

A bill must be issued to a Lot Owner at least once every 60 days and must set out, amongst other things, if a meter was read or estimated, amount of arrears or credit, meter number and start/end of supply period. Billing data must be retained for a period of 2 years.

Tariffs

The supply agreement must set out a tariff and a default flat rate tariff must be offered which is less than or equal to the residential or A1 Tariff.

Renewables & Emissions

There are exceptions on tariffs for EV charging and renewables supply, but Lot Owners cannot be charged if they don't own or benefit from the renewable asset.

Other obligations on supply

The ENS has obligations around financial hardship, family violence, dispute resolution and life support with requirements for policies and records of notification.

Now
Prescribing regulations open for consultation

Early 2026
Updates on code of practice expected

Mid 2026
Registration commences

Early 2027
Registration & customer protections compulsory

Timeline

What is the cost of registration?

- Estimated annual registration cost of \$300

What are the penalties?

- Failure to register an SPN - \$100,000 plus \$5,000 for each additional day of non-compliance
- Non-compliance with regulations or code - up to \$100,000 fine

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*Based on Voluntary Embedded Networks Code of Practice, Feb 24