

UNDERSTANDING ELECTRICITY CHARGES AT LIFESTYLE COMMUNITIES

Below is some information on how the community electricity network operates, how the community charges/rates compare favourably with other retailers, and where you can find more information if you need it.



Embedded network – the basics

Your electricity comes from the 'embedded network' built in each community. Since Lifestyle Communities build, own and manage the embedded network, we're called an Embedded Network Operator. We must comply with all relevant obligations in industry codes that the Essential Services Commission (ESC), Australian Energy Market Operator (AEMO) and the Australian Energy Regulator (AER) administer.



Network Energy Services

Network Energy Services (NES) are our Embedded Network Manager. NES read your electricity and water meters, prepares and sends your utilities bills each month. They also provide customer service for any queries you may have about your usage or charges. They are an experienced provider of community electricity schemes.



Retail buying

The Victorian Government sets a maximum electricity price called the Regulated Retail Tariff (RRT). The RRT covers the Daily Supply Rate and the Energy Usage Tariff in six separate geographic areas. When you see an electricity retailer offer discounts, they're offering discounts off the RRT.



6-month price checks

At Lifestyle Communities, we compare our electricity rates with other energy retailers in each geographical area twice a year to make sure our rates stay competitive. Our Daily Supply Rates are consistently lower than average and our Energy Usage Tariff is often the lowest available.



Our rates

We set our rates at 5% off the Daily Supply Rate and 37.5% off the Energy Usage Tariff. Our rates are consistent and transparent. Although they may not always be the absolute cheapest price at any one point in time, they are consistently cheap over time.



Wholesale buying

We buy electricity under wholesale agreements with energy suppliers. While it may seem we have significant buying power due to our size, the reality is a couple of hundred homes in a community is quite small for an energy supplier. We always do our best to negotiate favourable rates with energy suppliers so we can pass on the benefits to homeowners.



Other retailers' rates

Some retailers may make a usage tariff look very cheap, but don't tell you that it's an off-peak rate, and their main peak rates are much higher. Some retailers offer short term deals only. Some retailers use an inflated rate or tariff to then take a bigger percentage discount off. In short, other retailers' charges are not always what they seem.



Solar power

You have the option of installing solar panels on your home. We give 12 cents per kWh rebate on extra electricity fed into the embedded network from your home. This feed-in tariff rebate is paid to you directly by Lifestyle Communities and will be listed on your utilities bill.

For more information,
call Network Energy Services.

Melbourne Metro or mobile phone
(03) 9807 5286

Australia-wide (landline only)
1300 664 521

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