

**From:** [REDACTED]  
**To:** [EPWA - Info](#)  
**Subject:** DRAFT Voluntary Embedded Networks Code of Practice  
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Hello

Thanks for the opportunity to comment on this draft Code of Practice. I managed the installation of the solar system and embedded network in my apartment complex several years ago, so I am fully across the complexities that embedded networks present to Strata Companies and I fully support having a Code of Practice for embedded networks. Please see my comments below:

### 3.1 Supply of Electricity to Customers

#### (a) An ENS must have a Supply Arrangement with each Customer...

The WA Strata Titles Act doesn't give Strata Companies any jurisdiction over tenants, only Lot owners. Therefore, the Strata Company cannot directly invoice or recover debts from tenants, only from owners. This means in our complex that:

- The Strata Manager issues electricity invoices to owners (or property managers)
- If a *tenant* defaults on an electricity bill, the *owner* is liable for payment. Only Lot owners are able to recover debts from their tenants. Under their debt recovery by-laws, Strata Companies cannot recover debts from tenants .

**Therefore, "customer" in this Code needs to be defined as "Lot Owner"**

### 7. Price

#### 7.1 Information on price

##### (a) An ENS must ensure that a Supply Arrangement with the Customer sets out:

- As per the above, the written Supply Arrangement can only be between the Strata Company and the Lot owner, not between the Strata Company and a *tenant*.

In our complex the Supply Arrangements are approved by owners at each Annual General Meeting.

### 8. Financial Hardship...

In my experience, Strata Companies usually have financial hardship processes in place, which would also apply to recovering electricity costs from Lot *owners*. However, financial hardship of *tenants* is the responsibility of the Lot owner. If an *owner* requests assistance due to their financial hardship, Strata Companies may apply their usual hardship procedure, which is also used, for example, for recovery of unpaid Strata Levies.

### 9. Family Violence...

The onus would be on Lot owners to provide relief to their *tenants* suffering domestic violence. Therefore, the Strata Company needs a Domestic Violence policy to respond to *owners* suffering domestic violence. But providing this support to *tenants* would be the obligation of Lot owners.

### 13. Life support

### 13.1 Requirement to record Life Support Equipment...

Clearly the Strata Company needs to ensure electricity supply to any occupants who use life support equipment. It should be noted, however, that the Strata Company would only know about this requirement if the Lot owner advised the Strata Company that they *or their tenant* required this. The onus for advising the Strata Company must be on the owner.

Please don't hesitate to contact me if any of the above is unclear.

Kind regards

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