Sent: Tuesday, 1 September 2026 8:03 PM
To: EPWA Alternative Electricity Services
Subject: Submission: Draft AES Code of Practice for SPN Services – Opposing Forced Embedded Networks

I am writing to submit feedback on the draft *Alternative Electricity Services (AES) Code of Practice for Single Property Network (SPN) Services*. As a residential strata lot owner in Western Australia, I and others are currently being pressured and bullied by my strata council into transitioning our building to an embedded network (SPN), despite our explicit objections (and some who have refused to sign over their Synergy accounts - those people are now being taken to court).

I request that Energy Policy WA strengthens consumer protections in the final version regarding **consent and transparency**.

I request that the final Code addresses the following critical issues:

1. **Mandatory Informed Consent (Marketing and Disclosure):** The draft code must explicitly prohibit strata councils or developers from forcing existing owners into an SPN without 100% unanimous consent. Section 5 (Information Disclosure) should mandate that operators prove every affected resident has actively opted-in, rather than allowing strata councils to bully minorities into compliance via heavy handed legal action.
2. **Pricing Protections and Choice:** Under Section 1 (Pricing Caps), while capping tariffs at the Synergy/Horizon rate is vital, the Code should also protect consumers from inflated "infrastructure" or "administration" fees levied by the strata to pay for the network installation.
3. **Dispute Resolution Redress:** I welcome the inclusion of the Energy and Water Ombudsman WA under Section 3. However, residents facing harassment or coercive tactics from a strata council *prior* to the July 2027 registration deadline need an immediate, fast-tracked dispute path.

The behaviour of my strata council highlights a severe power imbalance. Without strict rules in this Code preventing forced retrofits, vulnerable residents will continue to be bullied into schemes that strip away their right to choose their own electricity retailer.

Thank you for considering my feedback.

Kind regards,