

## SCENTRE GROUP GAS EMBEDDED NETWORK – REGULATORY INFORMATION UPDATE

April 2025

The Victorian Government recently passed a new Gas Embedded Network Exemption Order that requires that we share with you the following information about your gas supply through our embedded network at the Westfield Shopping Centre premises where you are located, this information is being provided to all Customers, as such please be advised:

- **Customer Protections:** As a valued customer support is always close at hand from the Centre Management Team to answer any questions you may have in relation to your gas supply or our embedded network. Please note that as a customer under an embedded network you will not receive the same consumer protections as customers of licensed gas distributors, but if you have any concerns, just ask.
- **Contact details for concerns and disputes:** If you have any concerns or enquiries about your gas connection to our embedded network, please contact  
Scentre Group on **(02) 8109 6731** or alternatively:  
Conor Morgan  
Energy Sales Account Manager  
E: [cmorgan@scentregroup.com](mailto:cmorgan@scentregroup.com)  
A: GPO Box 4004, Sydney 2001
- **Complaints & Dispute Resolution:** Scentre Group is committed to delivering affordable energy and exceptional customer service to you through our embedded networks. However, in the event of a dispute or if you have a complaint, and in the absence of a determination of the relevant tenancy tribunal, we will use reasonable endeavours to resolve the dispute. Should you have any questions about our complaints and dispute resolution processes we would be pleased to assist you. A copy of our Complaints & Dispute policy is available on our website at <https://scentregrid.com.au>. (Complaint Management and Dispute Resolution Policy.)
- **Energy & Water Ombudsman (Victoria):** Under the Victorian Energy Laws you have the right to access the Energy Ombudsman scheme (EWOV), who have the power to hear and assist in any disputes. For ease, please find the contact details for EWOV below:  
Energy and Water Ombudsman Victoria  
Mail: Reply Paid 469, Melbourne VIC 8060      Phone: 1800 500 509 Fax: 1800 500 549  
Web: [www.ewov.com.au](http://www.ewov.com.au)      Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)
- Your **local gas distribution company** is Australian Gas Networks for Westfield Plenty Valley, Westfield Fountain Gate and Multinet Gas Networks for Westfield Doncaster, Westfield Knox, Westfield Southland.
- **Contact details in the event of gas fault or emergency:** Please contact your Westfield Shopping Centre, Centre Management Concierge in the event of a gas fault or emergency. In the event of an emergency please call 000 immediately.
- **Ongoing Fees / Charges attributable to the supply of gas at your tenancy:** Gas usage rates at your Premises are charged on a “pro-rata” basis. This means the centre will charge you for gas at your Premises by apportioning the shopping centre’s total gas metered gas charges for each month (including billing and metering fees) on a pro rata basis calculated by reference to your monthly metered gas usage. Your gas rates will change from month-to-month depending on the proportion of your metered usage relative to the total metered usage at the centre gas meter.

If you have any questions, please contact Scentre Group on our dedicated embedded network support number at **(02) 8109 6731** or at <https://scentregrid.com.au>. **If any of this information changes, we will contact you directly.**