

What you need to know

Who is Energy Trade?

Energy Trade is an Australian owned and operated company that specialises in energy management. We also specialise in delivering cost-effective energy solutions for all market types.

What is an embedded network?

Embedded Networks (EN) are privately owned and operated metering networks that allow a high-rise residential building, community precinct, shopping centre or a retirement village to pool their electricity purchasing power to achieve discounted electricity pricing.

When do I receive my account?

You will receive your bill via email each month, within 2-3 days of your individual meter being read. This will occur at the same time each month.

How do I pay my bill?

Energy Trade accept various forms of payment for your account. Some of these include (but are not limited to): BPAY, Direct Debit and Credit Card payments[^].

Understanding my bill?

Your bill will consist of usage and daily supply charges - if you need any clarification, please contact our Customer Service Team.

Moving in or out?

Energy Trade don't have lock-in contracts or fees associated with your move! Visit the Energy Trade website, log on into your account and select the date your moving in or out and you're done, it's that easy! Alternatively, you can call our Customer Service team who will be able to assist you.