



The power move

 supaenergy.

To ensure a seamless move-in experience, we've connected your energy and it's ready to use. That's because SUPA Energy is the embedded network provider at your property.

SIGN UP NOW

You must register with us to continue receiving power to your property.

Failure to sign up may result in an interruption to your service.

1 SCAN THE QR CODE

2 FILL IN THE ONLINE FORM TO SET UP YOUR ACCOUNT

Or contact us on:
tel. 1300 761 390

Monday to Friday, 8:30AM to 5:30PM AEST
support@supaenergy.au
supaenergy.au



FAQs

Who is SUPA Energy?

SUPA Energy is a progressive full-service utility providing affordable, sustainable energy and EV mobility solutions that optimise building performance.

Previously known as b.energy, SUPA Energy is part of Smart Urban Properties Australia (SUPA).

For more information, please visit smarturbanproperties.com.au

What is an embedded network?

Currently the whole site is supplied by connection points from the local distribution network and is metered by a 'parent' meter, which is located on the network boundary. In this situation SUPA Energy acts as an Agent for your property owner, instead of each individual resident, and becomes the customer's distributor and retailer. The onsite wiring and metering is required to distribute the electricity from the parent meter to the residents and common areas and is called an Embedded Network.

What are the benefits of an embedded network?

There are considerable benefits to residents in the form of cheaper electricity, easier management of electricity situations, Power of Choice for the customer and opportunities to further reduce costs by introducing energy saving measures. Embedded networks can also minimise the impact of any future electricity price increases.

How does SUPA Energy provide renewable energy solutions?

SUPA Energy is at the renewables forefront for multi-occupancy precincts and properties that are affordable, contribute to a cleaner environment and support Australia's Renewable Energy Target (RET). Within our progressive private energy networks, SUPA Energy provides renewable green power to the property upon request.

How does SUPA Energy provide Electricity, Gas and Hot Water solutions?

As a full-service utility, SUPA Energy provides fossil electricity (with renewable options), natural gas (with electrification adoption strategies) for heating and cooking, and hot water.

Within our progressive private energy networks, SUPA Energy provides utilities enhancement services that provide visibility of usage and fair use billing to measure consumption per tenancy.

Am I eligible for any concessions with SUPA Energy?

SUPA Energy customers with eligible Healthcare, Pension, or other state government-issued concession cards may qualify for concessions on their energy bills. Check your state government website for eligibility details.

How is my hot water supplied?

Your hot water is heated by centralised hot water plants and then your individual usage is measured by a unique meter to ensure your usage is calculated fairly.

How do I connect up my electricity?

Sign-up to SUPA Energy by registering your details via the QR Code below. For a seamless move-in experience, your power will already be connected when you move in. You will just need to set up your account to ensure this continues!

How do I monitor my usage?

Simply login into your my b.account and view your usage.

How do I set up an account?

Before you move in, make sure you set up a new billing account for your specific address with SUPA Energy by visiting www.supaenergy.au.

How often do I get my bill?

SUPA Energy will issue your bill monthly based on your building's billing cycle.

What happens if I do not register my details?

If you do not connect with us or register your details within 14 days from the date of move in, your electricity services may be disconnected.

What should I do after I have registered my details?

Nothing. Once you've registered, you'll receive a Welcome Pack to your email address. Going forward you will receive monthly invoices for your property.



Sign up now!

tel. 1300 761 390

www.supaenergy.au

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