



## Our priorities for 2021–22



### **Explicit informed consent**

We have zero tolerance for unethical or fraudulent conduct and are checking that customers are signed up to contracts they have agreed to, and that retailers have fully and clearly explained all service terms.



### **Wrongful disconnections**

Electricity and gas are essential services so consumers should only ever be disconnected by an energy retailer as a last resort.



### **Payment difficulty framework**

Our payment difficulty framework ensures all energy customers have help from their energy retailers when they have difficulty paying their energy bills.



### **Retailers' billing practices**

All energy consumers have the right to expect they are billed appropriately for their energy use.



### **Embedded networks**

Embedded network operators must comply with the energy retail code and resolve disputes using the Energy and Water Ombudsman Victoria.



### **Protecting those experiencing vulnerability**

We are committed to helping all Victorians access essential services, especially those affected by family violence or who rely on energy for their life support.