



**GUIDELINE: GREENHOUSE GAS DISCLOSURE ON  
ELECTRICITY CUSTOMERS' BILLS FOR CUSTOMERS**

As varied with effect from 1 March 2022

Enquiries concerning the currency of this Guideline should be addressed to -

Essential Services Commission

Level 8, 570 Bourke Street

Melbourne Vic 3000

Our reference – C/21/32973

<b>Version</b>	<b>Date</b>	<b>Nature of Amendment</b>
2	February 2008	Calculation and advice of the co-efficient in accordance with clause 3.1
3	March 2009	Minor amendments to clauses 1.2, 2.1(d), 3.2 and 5 to update information contained in these clauses
4	December 2012	Minor amendment to clause 2.1(d) and clause 5 to update information contained in this clause  Deletion of clause 3.2 and references to Sustainability Victoria amended
5	January 2013	Minor amendments to Figures in clause 2.3 to update website details
6	January 2015	Amended the definition of customer to not include small customers – as the relevant provisions for small customers are contained in the Energy Retail Code – and other minor amendments
7	March 2022	Amended to reflect changes to Energy Retail Code of Practice.

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## 1. BACKGROUND

### 1.1 Purpose

The purpose of this guideline is to specify the minimum information concerning greenhouse gas emissions connected with the generation of electricity which a **retailer** must include in each bill issued to a **customer**.

In doing so, the regulatory objective is to increase **customer** awareness of the link between energy use and greenhouse gas emissions and to enable **customers** to monitor over time the emissions associated with their energy consumption.

For **small customers**, a retailer must include in each bill, the information set out at clause 64(1) of the Energy Retail Code of Practice, namely either the information concerning greenhouse gas emissions as specified in this guideline (clause 64(1)(a)) or bill benchmarking information where the customer is a residential customer (clause 64(1)(b)). If a **retailer** decides to include information concerning greenhouse gas emissions, the **retailer** must comply with the information in this guideline.

For **customers** that are not **small customers**, a retailer must include in a bill the information set out in this guideline.

### 1.2 Authority

This guideline is prepared and issued by the **Commission** under section 40S(1) of the **Act**.

Disclosure of the information specified by this guideline is required by each **retailer's retail licence** and by section 40R of the **Act**.

### 1.3 Consultation

The **Commission** has consulted with the **Department** before issuing this guideline and will do so before issuing any amendment to it.

### 1.4 Copies of this guideline

Each **retailer** must:

- (a) publish a copy of this guideline on its website;
- (b) give a copy of this guideline to any person, on request by that person; and
- (c) refer to this guideline in its customer charter.

## 2. ELECTRICITY BILLS

### 2.1 Minimum content requirement

A **retailer** must include at least the following information in a **customer's** bill (unless the **customer** is a **small customer** and the **retailer** has included

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information as provided by clause 64(1)(b) of the Energy Retail Code of Practice):

- (a) the amount of **disclosable emissions** associated with the amount of electricity to which the bill relates;
- (b) to the extent that data is available as to the amount of electricity, the amount of **disclosable emissions** associated with the amount of electricity to which each previous bill related within the past 12 months;
- (c) a graphical representation of the data referred to in paragraphs (a) and (b), with adequate explanation of the graph;
- (d) the website address: “ [www.compare.energy.vic.gov.au](http://www.compare.energy.vic.gov.au)”

## 2.2 Format requirement

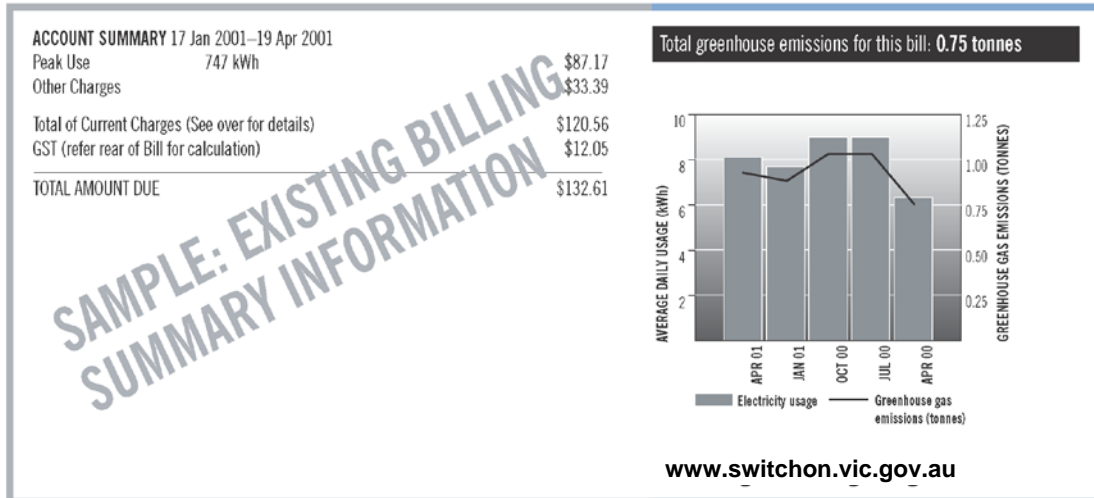
A **retailer** must present the information set out in clause 2.1 and any associated information on greenhouse gas emissions, including the format of the graph, in a manner approved by the **Commission**. The **Commission** may consult with the **Department** before giving or refusing its approval.

## 2.3 Acceptable formats

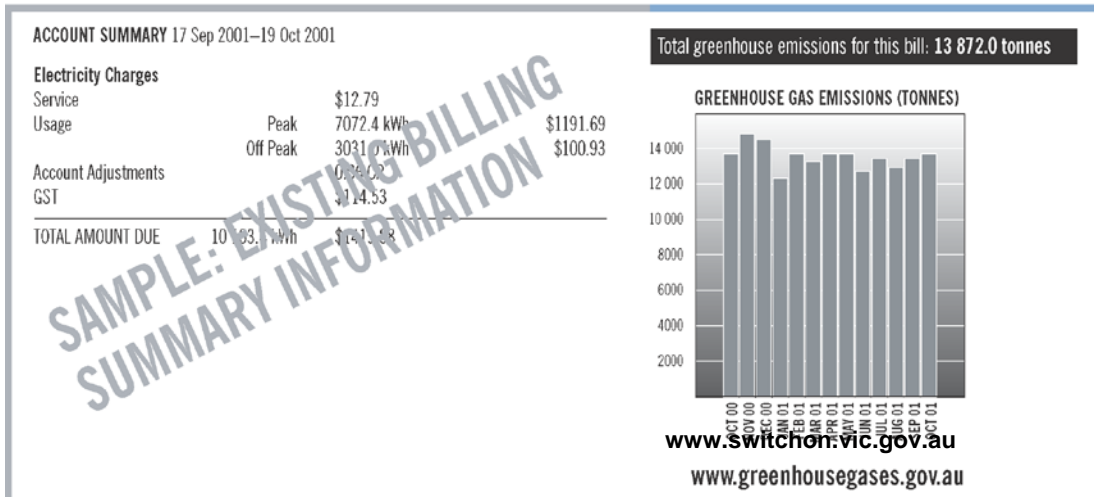
Figure 1 contains three examples of narrative and graphical formats.. Adoption of one of these formats does not require approval under clause 2.2.

Figure 1

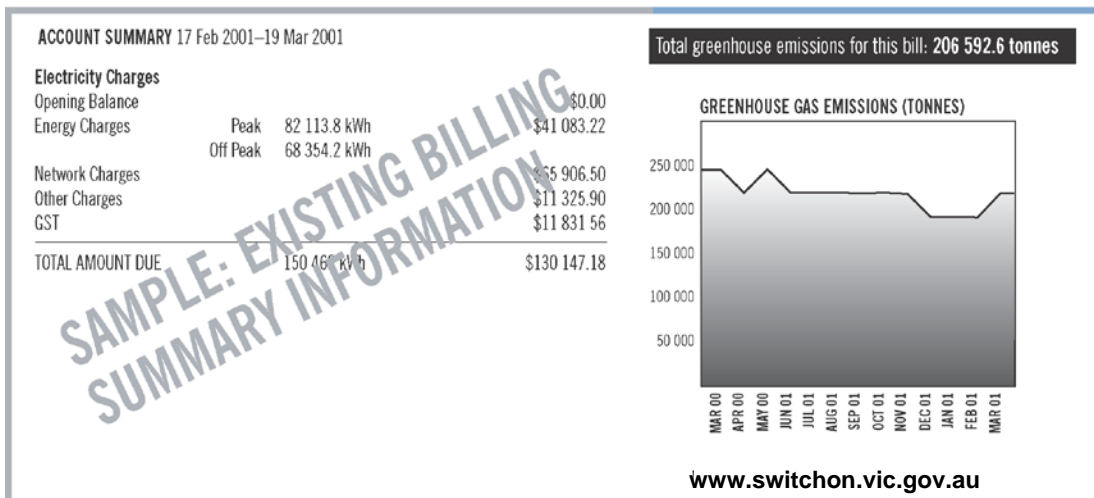
EXAMPLE 1: GREENHOUSE GAS DISCLOSURE



EXAMPLE 2: GREENHOUSE GAS DISCLOSURE



EXAMPLE 3: GREENHOUSE GAS DISCLOSURE



### 3. ROLE OF THE DEPARTMENT<sup>1</sup>

#### 3.1 Calculation of co-efficient

The **Department** will use best endeavours to calculate the **co-efficient** for a calendar year by the end of October in the preceding calendar year, and will supply it to the **Commission** promptly after its calculation. The **Commission** will advise the **retailers** of the **co-efficient** and publish it on the **Commission's** website upon receiving it from the **Department**.

#### 3.2 Intentionally left blank

#### 3.3 Advice to **Commission** and **retailers**

The **Department** will advise the **Commission** about environmental policy issues in relation to the implementation of this guideline.

### 4. COMPLAINTS AND DISPUTE RESOLUTION

#### 4.1 **Customer concerns**

A **retailer** must handle a complaint relating to the subject-matter of this guideline:

- a) by a **small customer** in accordance with its procedures as developed under clause 14 of the Energy Retail Code of Practice;
- b) by a **customer** that is not a **small customer** in the same manner as it is obliged to handle complaints or resolve disputes in relation to bills generally under its **retail licence** and under the terms of its retail contract with the **customer**.

#### 4.2 **Retailer concerns**

If a **retailer** has a complaint about a **Commission** or a **Department** decision taken under or pursuant to this guideline, or it has an unresolved customer complaint which properly relates to such a **Commission** or a **Department** decision, it must raise the matter with the **Commission** (after first attempting to resolve the matter with the **Department** in the case of a decision made by the **Department**).

### 5. DEFINITIONS

In this guideline:

**Act** means the *Electricity Industry Act 2000*.

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<sup>1</sup> Neither the **Commission** nor this guideline can bind the **Department** in the discharge of its functions, however clause 3 has been included following consultation with the **Department** to properly inform **retailers** and **customers** of the role which the **Department** proposes to undertake in the scheme for increasing **customer** awareness through electricity bills which is set out in this guideline.

**customer** means a person who buys electricity from a **retailer**.

**co-efficient** means:

- (a) for 2002 – 1.39 tonnes CO<sub>2</sub>e/MWh; and
- (b) for each subsequent calendar year – a figure to be calculated by the **Department** and supplied to the relevant **retailer** by the **Commission**. The figure is to be derived from relevant data in the then latest National Greenhouse Gas Inventory published by the Department of Climate Change (a Commonwealth Government department) and other relevant documents so as to reflect average greenhouse gas intensity of electricity sold in Victoria (in the absence of which the previous year's figure applies).

**Commission** means the Essential Services Commission, Victoria.

**Department** means the department with primary responsibility for the supporting Minister administering the *Electricity Industry Act 2000*.

**disclosable emissions** for a period means the number of tonnes for the period calculated by applying the formula:

$$\text{co-efficient} \times (\text{MWh of electricity} - \text{MWh of green power})$$

(and where the period encompasses two calendar years the formula is to be applied using the **co-efficient** which is current at the end of the period).

**green power** means electricity which is accredited as "GreenPower" under the national Green Power Accreditation Program managed by the National GreenPower Steering Group.

**retailer** means a person who holds a **retail licence** under the **Act**.

**retail licence** means a licence granted under the **Act** to sell electricity otherwise than through the wholesale electricity market.

## 6. INTERPRETATION

In this guideline:

- (a) headings and footnotes are for convenience only and do not affect the interpretation of this guideline;
- (b) words importing the singular include the plural and vice versa;
- (c) words importing a gender include any gender;
- (d) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency;
- (e) a reference to a clause is to a clause of this guideline;
- (f) a reference to any statute including an **Act** and regulation, proclamation, order in council, ordinance or by-law includes all statutes, regulations, proclamations, orders in council, ordinances or by-laws



varying, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, orders in council, ordinances, by-laws and determinations issued under that statute;

- (g) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement or novation of, that document or that provision of that document;
- (h) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns;
- (i) when italicised, other parts of speech and grammatical forms of a word or phrase defined in this licence have a corresponding meaning.