

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 1

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

Each one has been a positive experience in the past 18mths . Both had excellent customer service - after an horrific experience of unhelpfulness and rudeness from Origin who I'd been with for decades for both gas and electricity

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

straightforward and practical tips

OFFICIAL

Q: How do you like to receive information from your energy retailer?

yes I like that suggestion - 2 ways

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

understandable. can't read 'IT' or 'energy' - both are different languages for me

Q: Do you review the best offer message on your bill?

No

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Am i being duped? Will I be penalised in future?

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

yes!!

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

I don't like or use websites - they confound me. I prefer to speak directly with customer service people who understand their product and listen to me and guide me

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

as above

OFFICIAL

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Ahmed Elsayed

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

NA

Q: How do you like to receive information from your energy retailer?

All electronically

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Historic data is useful but the presentation is not. If the current bill covers till Mid June for example, the chart will show low consumption in the month compared to May but this is not true. You will realise the consumption in the following month. It will be useful to compare May 2023 to May 2024 for example.

Q: Do you review the best offer message on your bill?

No

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Embedded network

Q: What information should the retailer provide and how should they communicate this?

NA

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

5 working days

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Some times

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No

OFFICIAL

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Yes

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 2

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

No

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

How our energy usage compares to similar households

Actions I can take, initiatives available to assist (government or private)

OFFICIAL

Q: How do you like to receive information from your energy retailer?

Prefer email for all with sms followup where change is required

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

As ticked above. I like as much breakdown detail as possible. I also use United Energy site for full usagd data

Q: Do you review the best offer message on your bill?

Yes

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Don't always have best offer listed. Would still use Energy Compare to check market

Q: What information should the retailer provide and how should they communicate this?

Costs involved & timeline. What the difference is between disconnect and abolish. Ideally by phone with with email confirmation.

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Within 2 business days

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

No, but displaying effective date on summary/results screen would ensure the offers are current and fair to compare

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Yes

Q: Please provide further details of your experience.

Retailer uses estimate to charge gas monthly - adjustments for actual can be messy. Would prefer monthly rather than 28 day bills.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

OFFICIAL

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Michele S

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

All of it they are despicable entitled morons

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Not Applicable, did you see my answer above

Q: How do you like to receive information from your energy retailer?

Not Applicable, did you see my answer above

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

A complete Breakdown applicable to "Plan" - eg Peak, off Peak, Hot Water, Shoulder, Service Charges all per day

Q: Do you review the best offer message on your bill?

No

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

I do not believe they are best offers

Q: What information should the retailer provide and how should they communicate this?

N/A

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Immediate, no time delay - time limits of 24 hours

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

N/A

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

They use deception and never answer specific question, repeat scripts they have been advised to use

OFFICIAL

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

N/A

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 3

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

No

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

More info re cost of running the appliances in my home. Including deals on replacing those appliances in deemed to be "eating the energy" because they are "old".

OFFICIAL

Q: How do you like to receive information from your energy retailer?

Email

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

To have a simple : avg \$ cost per kwh or Kj Shown on my account.

Q: Do you review the best offer message on your bill?

Yes

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

The jargon! And not just telling me the average cost as mentioned in prev answe.

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

No

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

When presenting a current acct to a competitor I ask for their kWh/kj comparative rate. They always say "oh is't not as simple as that, there is so much more to consider "

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

They just need to keep it simple!!!

OFFICIAL

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Yes

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 4

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

too much etiquette

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Yes

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Purchase energy reader on power socket

Q: How do you like to receive information from your energy retailer?

email

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Cost breakdown. More pleasantry in less word.

OFFICIAL

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Each retailer has its own language for cost classification

Q: What information should the retailer provide and how should they communicate this?

Confirm for abolishment before contuining, two actions in 1 word is misleading.

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

2 weeks.

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Website is too pretty to see comparison

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

OFFICIAL

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Yes

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Jacqueline Whittaker

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

there are not enough staff to answer the volume of calls.

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

Yes

Q: If yes, how was that experience?

They try to get you to use a different service and you end up having to insist.

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

It's always been useless information. Their estimation of what energy I use on which devices is always wrong. I can't lower my energy consumption due to being disabled, home everyday and needing the whole house heated or cooled, not just main living areas

Q: How do you like to receive information from your energy retailer?

Email.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

I'm not stupid, yet I find energy bills impossible to understand with too much jargon and vague terms and things not explained. Things like a cheap energy rate, but a high daily access charge or timed and standard rates, it's all too deliberately confusing to know if you really are getting a better deal or not.

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Disabled people who need a doctor to fill out medical cooling discount forms or life support forms can't just change companies all the time like able people can. We have to book in doctor's appointments, often weeks ahead, due to doctor's availability and

Q: What information should the retailer provide and how should they communicate this?

I want to do this as gas appliances increase our asthma and are too expensive and I don't want to pay a gas daily access fee if I'm never using this. I should be easy to do. I have no idea what information I need other than the process should be as simple

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

You need to write your questions clearer. I have no idea what this question means. I assume it means companies saying they need 3 months or so to action a request, which is rubbish.

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Yes, it doesn't factor in all costs so it's often a wrong representation and it doesn't offer all companies. Eg, one company might have a cheaper energy rate but it has a higher daily access charge.

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

OFFICIAL

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

It's too hard for the average person to even know what to look for and to understand all the terms and what it all means.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Yes

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 5

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

No very helpful and seem on top of their products

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Am I on the best available rate without having to specifically ask for a rebiew.

It seems to be cheating to charge more of loyal customers when lower offers are available.

Q: How do you like to receive information from your energy retailer?

Nothing by email !!! Cyber security is an issue. Paper bills to read and file,,minformation in printed form to read, consider and act on.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

I like the new total use and charge to be large and prominent. I like to see the change of use in figures for consumption and the annual graph for same time last year.

Q: Do you review the best offer message on your bill?

No

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

You phone and sit in long phone queues and then get bamboozled by 'spin'.

I tried once but was fearful that I had done the wrong thing because I didn't fully understand. I would prefer best price automatically applied.

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

No

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

It is just too difficult to manage.

OFFICIAL

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 6

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

yes, they need to LISTEN instead of going off this script they have. Talking over me whilst I am asking them questions I want answers to.

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Yes

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

The BEST and cheapest plan for me to be on considering MY usage.

Q: How do you like to receive information from your energy retailer?

Electronic is fine

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

The daily supply charge and the tariff so I can compare that with others

Q: Do you review the best offer message on your bill?

No

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

The retailer not being upfront about DIFFERENT tariffs. Someone told me online they get a BETTER deal from Sumo so I called them and inquired and THEN got it too. I saved \$30 a month by changing and it wasn't THEM that offered that.

Q: What information should the retailer provide and how should they communicate this?

A billing comparison if and when I am inquiring to change. I have requested and EVENTUALLY got this to compare apples with apples. I send them my last bill from my present supplier and ask them to put the numbers into their system and tell me what the tot

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

It's the 21st century. Why does everything take so long? They can get the the Space Station in a day and I wait 2 weeks for an email.

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

I have used the Vic Energy Compare website several times since it was established. I find it is only a "loose guide" even when I put in the NEM number and it still doesn't give me the cheapest supplier. My own research has always been more accurate.

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Yes

Q: Please provide further details of your experience.

Yes and this is bloody annoying. I have ALL of my regular bills set into my Google Calendar for payment in order to budget. MOST are regular on the same date each month BUT NOT SUMO GAS. Dec 2023 - 59 days, Mar 2024 (very late bill) - 71 days. April 2024

OFFICIAL

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

not really

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 7

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

I think the staff handling the phones at Origin are friendly and helpful and so very much better than those working for AGL!

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

I did not know you could ask your retailer about utility relief grants, I had heard them mention it before, but I had no idea that they could access a utility relief grant for you! I think retailers should be honest about what country owns the company, ho

Q: How do you like to receive information from your energy retailer?

I prefer to receive letters to my letter box (snail mail).

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Other

Q: Please explain if you have selected Other.

I keep a close eye on the hefty supply fee! I also glance at the total amount, and note if I am overdue or in DR instead of CR. Sometimes I have used the bill as I.D. Aside from those things the rest of the bill is confusing and impossible to understand u

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

This is laughable really, because most people I know are like myself and have no idea exactly what a kilowatt is or how much use you would get from one. The graphs comparing previous usage to current usage is the best part, that is really useful and is very easy to understand just by looking at the graphs. This is the only easy thing about the bill.

Q: Do you review the best offer message on your bill?

No

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

The supply fees!! I get frustrated when compare companies harass me on my phone and each one tells me that a different company is the "cheapest"! So who do I believe? All these different companies they suggest to me cant all be the "cheapest" surely? Also

Q: What information should the retailer provide and how should they communicate this?

It is important they explain about the supply fee! I was disconnected many years ago and used no energy, but still got charged a hefty supply fee! Also I am confused about this question, because the question states "disconnect" but not to "abolish the con

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Again this question is very confusing! I would had thought that the "retailer" is the company selling you the energy which of course IS the energy "distributor"?? They distribute the energy you pay for which is retail.

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

As I have previously said these comparison phone calls all give you a different energy provider as the "cheapest" and none of them even seem to know what a supply fee is!

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Yes

Q: Please provide further details of your experience.

Well I am not sure what you mean by "frequency". I always thought that word was a form of radio wavelength? I just know that I have been disconnected many times in my life for not being able to pay energy bills. You cant draw blood from out of a stone.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

Because I am numeral illiterate. I have no understanding of numbers at all or the terminology they use. I am not a qualified electrician or gas expert. I may be able to access the information, but I cant understand any of it.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

I generally do not use their websites as it is pointless. You need to be a qualified gas expert or electrician to understand any of it and I have not got the time to confuse myself by trying to understand their jargon and be made to feel as if I am stupid

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 8

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

The staff are fine: speech training (speed, fluency, correct articulation, acknowledgement of first language [accents] interference, pausing, confirmation checking) would be an advantage.

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

While I get a breakdown of my energy usage, i.e. heating, hot water, 'always on', etc, there is no comparison at this stage. I would like to know for example, if my hot water usage exceeds similar households, even better, an 'average' household.

This wo

Q: How do you like to receive information from your energy retailer?

All electronic where possible but have decent links embedded so I can quickly access my account.
I don't like the 'pay my bill' format.

**Q: Do you read your energy bill regularly and if so, for what reason?:
Breakdown of charges**

Breakdown of charges

**Q: Do you read your energy bill regularly and if so, for what reason?:
Usage history**

Usage history

**Q: Do you read your energy bill regularly and if so, for what reason?:
Understanding billing period (meter readings)**

Understanding billing period (meter readings)

**Q: Do you read your energy bill regularly and if so, for what reason?:
Payment options**

Payment options

**Q: Do you read your energy bill regularly and if so, for what reason?:
Options for payment assistance, concessions and rebates**

Options for payment assistance, concessions and rebates

**Q: Do you read your energy bill regularly and if so, for what reason?:
Other**

Other

Q: Please explain if you have selected Other.

I like to know everything about my usage and ways to effectively reduce my usage.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

I like the comparison annually. I like the breakdown of usage. I don't understand the charge per kw, etc., unless it is clearer.

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Being able to compare 'like for like' simply and clearly. I would love to be able to input particular information into a website and come back with a good comparison, not have to sort through specific charges.

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

OFFICIAL

Q: Please provide further details of your experience.

It is so confusing and takes so much time to try and compare 'like for like'.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

I don't care about 'offers' - give me a reduction instead. Especially a 'loyalty' bonus.

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Peter Flynn

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

NO

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

OFFICIAL

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Q: How do you like to receive information from your energy retailer?

**Q: Do you read your energy bill regularly and if so, for what reason?:
Breakdown of charges**

Breakdown of charges

**Q: Do you read your energy bill regularly and if so, for what reason?:
Usage history**

Usage history

**Q: Do you read your energy bill regularly and if so, for what reason?:
Understanding billing period (meter readings)**

**Q: Do you read your energy bill regularly and if so, for what reason?:
Payment options**

**Q: Do you read your energy bill regularly and if so, for what reason?:
Options for payment assistance, concessions and rebates**

**Q: Do you read your energy bill regularly and if so, for what reason?:
Other**

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Q: Do you review the best offer message on your bill?

Yes

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

NO

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 9

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

Guarantee Service Level and getting compensation. While it maybe not be the retail providers fault, the wholesaler in this is Multinet, has avoided, palmed off and swept any accountability over their schedule. We have been chasing the issue for months an

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

No

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

I expect they switch me over to a cheaper rate if they can.

Q: How do you like to receive information from your energy retailer?

Website or email

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Not everyone is educated. I often have to read the bills for people who can't read English or explain to people who can understand English and well educated who still have no idea

Q: Do you review the best offer message on your bill?

Yes

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Just do it automatically.

Q: What information should the retailer provide and how should they communicate this?

Some providers just make everything too difficult with people on the front line have no idea what they are doing their

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Max 3 days

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Its not like for like comparison. It might be cheaper but there are now joining fees and termination fees to consider. People don't or can't read the terms and condition. Not everyone is a lawyer or can understand

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

GSL no one seems to know what their obligations are

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

See GSL

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anne Casey

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

They did not call back although they promised to. Following up is essential.

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

They want me to use more energy - they have a conflict of interest

Q: How do you like to receive information from your energy retailer?

My bills arrive as a pdf that is so large they often are too big for my inbox. When I complained, I was told that I can change to another provider at any time. They didn't even listen to my complaint, which I can guarantee has lost them several customers.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

I like the date of the actual read (for gas), and a histogram of usage so I can see the trends

Q: Do you review the best offer message on your bill?

Yes

OFFICIAL

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Hours on the phone giving them my information, and the fear that a retailer will use my details to steal my account (it has happened several times in the past)

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

It's not very clear

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Yes

Q: Please provide further details of your experience.

One retailer had my gas and electricity on separate accounts, which meant that I had to re-enter my account numbers (which are in ridiculously tiny print) every time I paid using BPay

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

It's hard to find on their website

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

They are poorly designed - and I have worked in IT for over 35 years.

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 10

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

No.

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

I assume energy retailers have a conflict of interest in providing advice to reduce energy usage and do not ask/trust their advice.

It will be ideal and definitely optimal if retailers were incentivised to support energy efficiency, energy use reduction,

Q: How do you like to receive information from your energy retailer?

Electronic Bills and in-app live tracking.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Clear display of periodic energy usage with the billing charges. References to past month's usage and the usage from this month in previous years. A comparison of average energy usage. Proportion of energy used that is purchased from renewable energy sources.

Q: Do you review the best offer message on your bill?

No

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Variable pricing used by retailers and difficulty comparing the daily and usage rates across multiple retailers. The Energy Compare website is good for a whole estimated price but I'd need to click into each offer to determine 1. fixed or variable 2. what

Q: What information should the retailer provide and how should they communicate this?

Have not requested a disconnect.

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

36 hours

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Yes, particularly variable rates and illusion of an offer being more valuable but not really.

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

OFFICIAL

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No.

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Michelle Cann

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

No

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Yes

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Yes would love information and how to save me money on energy and how to avoid raising revenue for the government.

Q: How do you like to receive information from your energy retailer?

I would like to receive bills electronically and information changes electronically but separate emails.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

I value information that benefits me and my family living in our house.

"Useful" means saving our household money.

"Easy to understand" means it's in point form or step by step.

OFFICIAL

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

The key barriers in making sense is "how to calculate" to be able to make the best choices.

Q: What information should the retailer provide and how should they communicate this?

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

Q: Have you used Victorian Energy Compare before?

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 11

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

Not required

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

No

Q: If yes, how was that experience?

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Why is my electricity cheap but their electricity expensive?

They pay me 6c for mine but charge me 33c for theirs... what is the difference in the electricity?

OFFICIAL

Q: How do you like to receive information from your energy retailer?

Directly from Chris Bowen

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Other

Q: Please explain if you have selected Other.

Because I like the numbers

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Its not possible to be useful when the entire industry is corrupt.

OFFICIAL

Q: Do you review the best offer message on your bill?

No

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

There are too many lies, marketing laws allow lies and deception. There is one truth, any deviation from that equals deception.

Q: What information should the retailer provide and how should they communicate this?

NA

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

30min

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

No

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

No

OFFICIAL

Q: Please provide further details of your experience.

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

Yes

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 12

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

My experiences so far have been OK. However, I think it should be illegal for Electricity suppliers to have what seem to be a range of different rates and charges for different customers. Why can't they all just charge one price for all their customers? D

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

Yes

Q: If yes, how was that experience?

Because I have money put aside (after careful long term saving) for my funeral (so as not to impose on my family) I was not seen as poor enough.

Q: Would you contact your retailer to understand how to reduce your energy usage?

Yes

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

The information is at overload and too complex.

It's all the machinations behind the scenes where the real decisions re profit margin are made - we the customer just get given the spin they want to tell us which paves they way to achieving a profit targe

Q: How do you like to receive information from your energy retailer?

By request, I get all my information through snail mail in hard copy. I find emailed documents hard to read and follow.

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Other

Q: Please explain if you have selected Other.

To compare with previous year's readings for the same time, and track sneaky increases in for example supply charges. I find it amazing that power companies are allowed to do this. Just be honest and charge the real amount up front, rather than trying to

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

The usage graph for the past year and final figure

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Not having an SEC - one government owned supplier (preferably linked to renewables - Snowy Hydro, wind and solar) and maximising commercial and private residential solar panels & batteries) to cut through all this confusion, strategic marketing smoke scre

Q: What information should the retailer provide and how should they communicate this?

I have two 18k gas bottles for cooking - which is wonderful as I can still have a cup of tea when the power goes out (which it keeps doing often enough for me to be reluctant to disconnect)

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

If urgent/life dependent - immediately. Otherwise within 24 hours.

Q: Have you used Victorian Energy Compare before?

Yes

OFFICIAL

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

Have you tried it? Have a go - and you will find the answer.

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

No

Q: Please provide further details of your experience.

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

Q: Please provide further details of your experience.

Websites hard to follow - not written for the point of view of the consumer. Seem to be written to cover every thing possible to protect the provider - resulting in an incoherent snow storm of detailed information that is almost impossible to sift through

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

Yes - spending hours on the computer (or the phone) when I have better things to do with my time.

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No

Submission to the Energy Retail Code of Practice review

Submission received through Engage Victoria

On 6 June 2023 stakeholders were invited to provide feedback on the Issues paper for the review of the Energy Retail Code of Practice via [Engage Victoria](#). On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 19 July 2024.

Date submitted: 28/08/2024

Submission written by: Anonymous 13

Q: Based on your experiences calling a retailer's customer service line, are there any areas in which you think training for these staff should be improved?

Definitely

Q: Have you asked your retailers about access to Utility Relief Grants (URGS)?

Yes

Q: If yes, how was that experience?

Frustrating

Q: Would you contact your retailer to understand how to reduce your energy usage?

No

Q: If yes, did you reduce your energy usage?

Q: What sort of information would you expect to receive from an energy retailer, both for understanding and lowering your energy usage?

Rebates, grants, helpful tips,

Q: How do you like to receive information from your energy retailer?

Email

Q: Do you read your energy bill regularly and if so, for what reason?:

Breakdown of charges

Breakdown of charges

Q: Do you read your energy bill regularly and if so, for what reason?:

Usage history

Usage history

Q: Do you read your energy bill regularly and if so, for what reason?:

Understanding billing period (meter readings)

Understanding billing period (meter readings)

Q: Do you read your energy bill regularly and if so, for what reason?:

Payment options

Payment options

Q: Do you read your energy bill regularly and if so, for what reason?:

Options for payment assistance, concessions and rebates

Options for payment assistance, concessions and rebates

Q: Do you read your energy bill regularly and if so, for what reason?:

Other

Q: Please explain if you have selected Other.

Q: The Energy Retail Code of Practice regulates energy bills so that they are useful and easy to understand for consumers. What do 'useful' and 'easy to understand' mean to you? What type of information do you value the most on your energy bill?

Anything that I can read once and understand the information provided

OFFICIAL

Q: Do you review the best offer message on your bill?

Yes

Q: In your opinion, what are the key barriers in making sense of and moving onto best offers?

Speaking with customer service representatives

Q: What information should the retailer provide and how should they communicate this?

Not applicable to me at this time

Q: What time limits should be applied to the retailer in relaying a customer request to the distributor?

2 business days

Q: Have you used Victorian Energy Compare before?

Yes

Q: If so, have you experienced any challenges comparing offers due to differing terminology/definitions across retailers?

No

Q: Have you experienced any issues by receiving and paying electricity and gas bills with a different frequency?

Yes

Q: Please provide further details of your experience.

It's hard to budget

Q: Have you faced any difficulties when trying to access information about fees and charges from your energy retailer, either on their website or elsewhere?

Yes

OFFICIAL

Q: Please provide further details of your experience.

This information is not easy to understand

Q: More generally, are there any other problems you have experienced when navigating retailer websites?

No

Q: Are there any other issues we should consider through this review not covered here or by the issues paper?

No