

Essential News

Latest news from the Essential Services Commission
November 2023

Welcome to Essential News, our regular update on key decisions, releases and events from the Essential Services Commission.

Our year in review

Our annual report outlines the key regulatory outcomes delivered in 2022–23 to support Victorians to access essential services, including energy savings through the Victorian Energy Upgrades program.

[Read our annual report →](#)

Renewing our shared commitment with EWOV to support Victorians

We have signed an updated Memorandum of Understanding with the Energy and Water Ombudsman Victoria (EWOV) to continue our strong working relationship and shared goal of delivering better outcomes for energy and water customers in Victoria.

[Find out more →](#)



From left to right: Ombudsman Catherine Wolthuizen, Energy and Water Ombudsman Victoria and Chairperson Kate Symons, Essential Services Commission sign 2023 Memorandum of Understanding

2024-25 Victorian Default Offer review

We are currently seeking feedback and input from stakeholders to inform our approach to setting electricity default offer prices for 2024-25.

[Have your say →](#)

Proposed amendments to Water Industry Standards

We are proposing to update our Water Industry Standards to strengthen our reporting framework and provide consistency on how water businesses interpret their compliance obligations.

Stakeholders are invited to provide feedback on our proposed amendments via email to water@esc.vic.gov.au.

[Find out more →](#)

Council rate cap compliance 2023-24 report

Our latest report has found that all 79 Victorian councils kept their rates at or below the level set by the cap amount for 2023-24, which came into effect in July.

[Read our report →](#)

New 'Best Offer Guideline' released

We have released new guidance to energy retailers on how they share information about their 'best energy offer' with customers.

This guideline is designed to help customers to navigate the energy market and promote retailers' compliance with energy rules.

[Read our best offer guideline →](#)

Victorian Energy Market Report 2022-23

A record number of Victorian households accessed tailored payment assistance in 2022-23 according to our latest Victorian Energy Market Report.

The report also outlined how we took 187 compliance and enforcement actions in 2022-23, with energy companies paying \$1.65 million in penalties that had been

Proposed new rules for gas distributors

We are seeking feedback from stakeholders on our proposed [Gas Distribution Code of Practice](#).

These proposed new rules will provide a fairer and clearer framework for gas network customers as Victoria's energy system transitions to achieve legislated emissions reductions targets.

[Have your say →](#)

Minimum feed-in tariff review 2024-25

We are seeking feedback on our draft decision on the minimum feed-in tariffs that energy companies will pay Victorian solar customers from 1 July 2024.

[Have your say →](#)

issued by us.

[Read the latest Victorian Energy Market Report →](#)

New enforceable rules for land access from March 2024

We have published new rules that electricity transmission companies must follow when accessing private land in Victoria.

The new enforceable Land Access Code of Practice will take effect from 1 March 2024.

[Find out more →](#)

[Getting a better energy offer](#)

Energy companies must tell you how much you could save by switching to the best energy plan they offer. You'll see 'best offer' information on your electricity and gas bills at least once every four months.

The 'best energy offer' is based on how much energy a customer has used over the past year and may be less than the independently set Victorian Default Offer.

There are simple ways for you to get a better energy offer and save money on your energy bills:

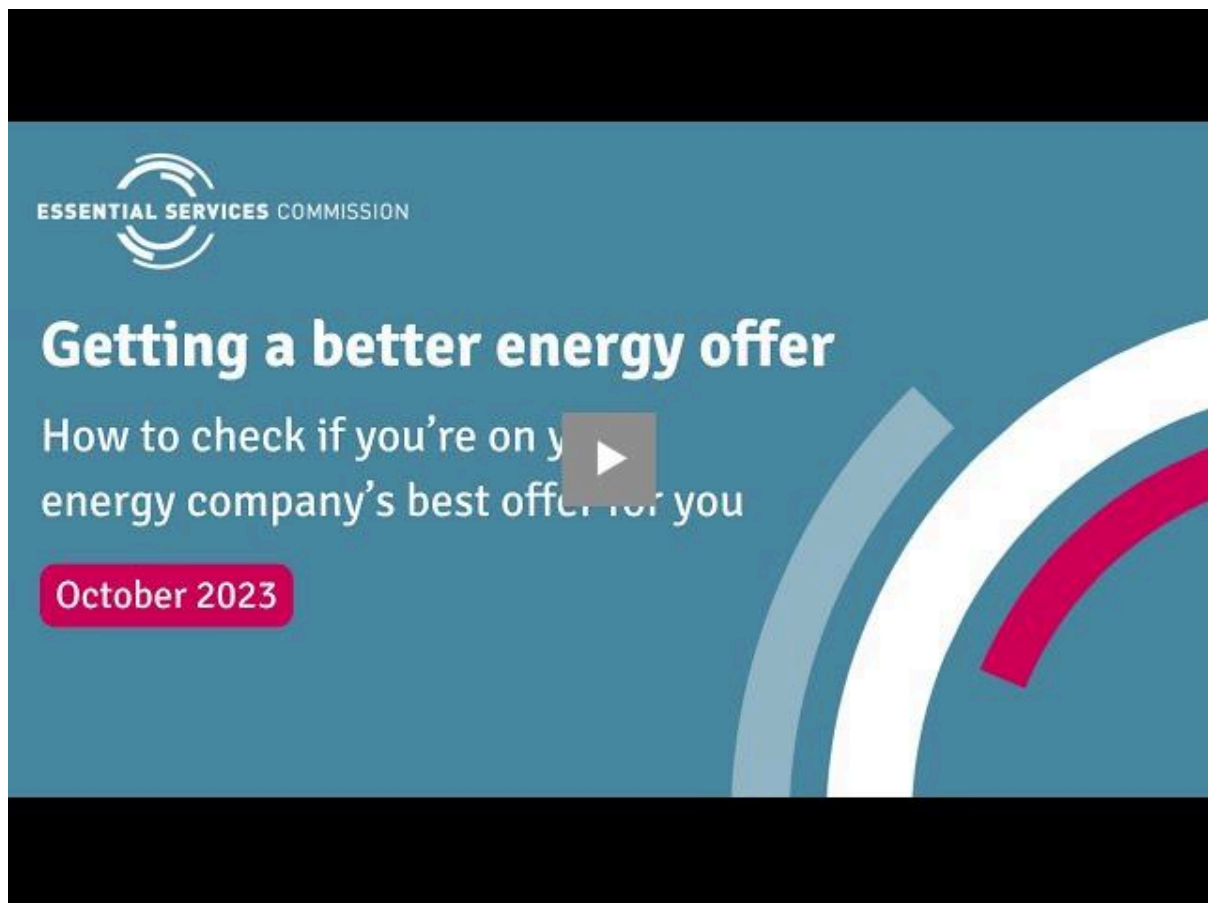
💡 Are you on your energy company's best offer? Find out today by calling your retailer, going online or look for the "could you save money on another plan" box on your energy bill.

💡 Already on your energy company's best offer? Visit the independent [Victorian Energy Compare](#) website to compare offers and find a better deal for you.

💡 Having trouble paying your household energy bills? Talk to your energy company to access tailored payment assistance, and advice about hardship programs, utility relief grants and other concessions.

💡 Got a problem with your energy company that you have not been able to resolve directly? Contact the [Energy and Water Ombudsman Victoria](#) on 1800 500 509.

[Learn more about your energy rights and the support available to you →](#)



Consultation

We're currently seeking feedback on the following:

- [Victorian Default Offer price review 2024-25](#) - consultation closes Thursday 14

December 2023

- [Goulburn-Murray Water price review 2024](#) - consultation closes Friday 15 December 2023
- [Greater Western Water price review 2024](#) - consultation closes Friday 15 December 2023
- [Unbooked taxi fares and non-cash payment surcharge review 2024](#) - consultation closes Friday 15 December 2023
- [Proposal to amend the Water Industry Standards](#) - consultation closes Wednesday 20 December 2023
- [Reviewing the Gas Distribution System Code of Practice](#) - consultation closes Thursday 21 December 2023
- [Minimum feed-in tariff review 2024-25](#) - consultation closes Friday 22 December 2023

[Visit our consultations page →](#)

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