

Have you just moved into this property?

Need your electricity connected?

Read this important note before you arrange your new electricity connection.

Contact your retailer of choice

The first step is to:

- contact your retailer
- or
- contact the retailer you plan to sign up with

and see what plans they can offer you.

A list of Victorian retailers with information about their retail offers is available at:

compare.energy.vic.gov.au/retailers*

Any other options?

You can also contact your electricity distributor

on . They can tell you which retailer is under an obligation to give you the **Victorian Default Offer** for your electricity supply.

The **Victorian Default Offer** is a reasonably priced electricity offer set by the Essential Services Commission every year (Victoria's independent regulator). It provides all Victorian households and small businesses access to a fair electricity deal.

* A complete list of currently licenced retailers in Victoria is available here:

<https://www.esc.vic.gov.au/electricity-and-gas/electricity-and-gas-licences-and-exemptions>

In some specific cases, such as in embedded networks (such as apartment buildings and caravan parks), electricity can also be purchased through exempt retailers, with a register of exempt persons available here: <https://escvic.microsoftcrmportals.com/rex-home/>. If you are in an embedded network the Victorian Default Offer prices are the maximum price for all residential and most businesses.

It pays to shop around

Before you enter into a **new retail contract for your electricity**, you may choose to reach out to one or more electricity retailers and ask them to give you the details for the plan they think is best for you.

The options for retail contracts will vary from retailer to retailer.

To find the plan that best suits you, you may wish to ask the retailer about:

- price options
- length of contract
- any fixed-price contracts
- payment plans and payment options
- potential price changes and other charges.

Victorian Energy Compare

The Victorian Government's independent price comparison tool is available at:

compare.energy.vic.gov.au

Getting connected

If you have already made arrangements with a retailer to connect electricity to this property, please contact that retailer with any questions about the connection.

Power will usually be reconnected within one business day of you asking an electricity retailer to connect your power.



This document has been prepared in November 2022 and provided by the Essential Services Commission to your electricity distributor for the purposes of clause 25.6.2 of the Electricity Distribution Code of Practice. The Essential Services Commission is an independent regulator that promotes the long-term interests of Victorian consumers with respect to the price, quality and reliability of essential services (including electricity). You can contact the ESC on 1300 664 969.