

'Changing the back-billing rules for retail energy customers' draft decision

Submissions received through Engage Victoria

Date submitted: 27 March 2020

Submission written by: Victorian Council of Social Service

Do you have any comments on the commission's draft decision?

As outlined in our submission on the "clear and fair contracts" draft decision, VCOSS strongly supports the reduction in undercharged amounts energy retailers can recover from a customer to four months.

This change will be an incentive for retailers to minimise bill delays by reducing the amount they can recover.

People should not be penalised for a failure by the retailer to issue timely bills or a breakdown in the chain between a retailer and distributor. The existing nine month period can place a heavy and often unexpected financial burden on low-income Victorians, already struggling to make ends meet.

Given likely medium-term public health and economic impacts of the current coronavirus pandemic, VCOSS suggests that the ESC considers bringing implementation forward to 1 July this year.

In our view there is limited rationale for delaying this change, and a heightened risk of five-to-nine-month back-bills causing additional stress to low-income Victorians in the coming months."

Date submitted: 5 March 2020

Submission written by: Unknown

Do you have any comments on the commission's draft decision?

Are there any provision in the bill for customers to pay of these charges over a time If they are on fixed income or hardship

Date submitted: 5 March 2020

Submission written by: Unknown

Do you have any comments on the commission's draft decision?

If they have undercharged they should be allowed to adjust in the next month or not at all.

Date submitted: 29 February 2020

Submission written by: Unknown

Do you have any comments on the commission's draft decision?

Don't always blame the retailers- Energy Distributors & shocking government decision are the ones that need to be looked at.

Date submitted: 28 February 2020

Submission written by: [REDACTED]

Do you have any comments on the commission's draft decision?

Power prices are extremely unaffordable. The fixed rates need to be lowered and transferred to usage.

Why are poorer people having to subsidize those well off?

A poor person and those better off have the same fixed costs, but the poor person uses very little as they cannot afford more, and those better off are subsidized.

Jeff Kennett is a criminal for selling off our electricity and gas.

Date submitted: 28 February 2020

Submission written by: [REDACTED]

Do you have any comments on the commission's draft decision?

Dear Commission, I believe that the Coalition Government are adequate on border protect (I vote ALP/Greens), but on this occasion the Prime Minister has made several mistakes by letting contagious people into the Australia, our communities. For the sake of all Australians, those who are infected need to be isolated, removed from the community and given excellent medical care. It

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is wrong how relaxed things are. The borders should have been immediately shut and screening started. To do less is to be incompetent. I think the media have contaminated the dialogue with their ignorance and the Australian Government have failed with the strong leadership that is needed. For example, N95/P2 masks with replaceable PM2.5 filters DO protect, but the media are too lazy and irresponsible to report proper facts. Journalism is lacking and superficial reporting is everywhere. Little quality, but lots of quantity. I made a short film during the hazardous smoke haze weeks, [Breath Safe](https://youtu.be/G67y9_buFS0)https://youtu.be/G67y9_buFS0 That the Australian Government are in a state of confused inaction is compounded by our media's ignorance and misinformation. What is needed are decisions to isolate those who are ill. To stop all border entry from affected places and ALL passengers screened. The media need to follow the Australian Government leadership on this, which has not existed. Incompetence and complacency are the way things are done, and that is unacceptable. Those in leadership are weak, and lack wisdom. Australians can have no faith in such consistent failures. If at any time the Australian Government wants to add me to a panel with power to get the job done right the first time, they need but ask. In the meantime, I take my own leadership and council. I wear my mask on public transport when needed. I avoid Chinese people. I avoid those who look and act sickly. I don't look to the Government for leadership. I don't look to the media for intelligent journalism. Both are unworthy of their positions and their places. Feel welcome to share this and to contact me if I may be of service to Australia.

Date submitted: 28 February 2020

Submission written by: Unknown

Do you have any comments on the commission's draft decision?

I have a question as to why the default offer set by the government has become the most expensive of the offers made available by retailers?

Date submitted: 28 February 2020

Submission written by: Unknown

Do you have any comments on the commission's draft decision?

My elderly father was door knocked and convinced to change providers, only to incur a price hike, more than what he was previously paying. I was incensed that he had been conned like this. I urge the government to provide consumers a cooling off period after they sign over a change in energy providers, so that they can be given time to consult more widely. It's a disgrace that vulnerable people can be door knocked or phone canvassed without protection from shonky deals.