

Self meter reads to help ease consumer bill shock

21 March 2019

Electricity and gas

Victorian consumers will be given the power to request an adjusted bill from their energy retailer after providing an update of their gas usage under changes to the state's energy rules.

Under the new rules set by the Essential Services Commission, customers who receive an estimated bill will be able to do their own meter reading from 1 July this year.

Gas customers are set to benefit from this change, with almost one in five (18 per cent) getting at least [one estimated bill each year](#).

The commission's energy director Sarah McDowell says a consumer's ability to influence an estimated bill is currently limited and the new rule will make a difference.

"Giving Victorians the power to provide their own meter reading will enable them to have greater control and help to ease bill shock," she said.

"Enabling self meter reads in our final decision released today, will help customers engage confidently in the energy retail market."

Retailers will have to give customers options on how they can provide a meter read - for example, by taking a photograph of their meter and sending it to their retailer.

The final decision also includes changes that will make retailers give a fact sheet to customers who

are looking for a new deal, so they can work out if the deal is right for them. Details of the fact sheet are currently being consulted on.

This change is part of the reforms arising from the Victorian Government's [electricity and gas retail markets review](#).

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