

New rules help Victorians compare energy offers

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Electricity and gas

Victorian consumers will have access to a new energy fact sheet so they can more confidently compare electricity and gas offers following a decision of the state's energy regulator.

Under new rules set by the Essential Services Commission, retailers will have to provide customers with a fact sheet showing key information about available energy offers. Customers can access the fact sheets when they look at energy plans on retailers' websites.

The commission's director of energy, Sarah McDowell says the new fact sheets are all about reducing the amount of confusion for customers.

"The new fact sheets will have to be in a consistent format across all retailers so customers can more easily compare offers from their electricity or gas retailer," she said.

"The new fact sheets will also show the average yearly cost for a range of typical customers including small, medium and large households to help customers compare plans when they're making a decision about whether to sign up to a new deal."

Ms McDowell says the new fact sheet mean customers will be able to compare plans without having to answer technical or personal questions.

“In a crowded energy market with confusing offers from competing retailers, the new Victorian energy fact sheet will help consumers compare and select the best deal for them,” she said.

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

Under the rule change, Victorian energy fact sheets will be available on all retailer websites from 1 July 2019.

For further information call: Clayton Bennett, Senior Communication Adviser, Strategic Communication, 0447 933 140

For general enquiries

Phone: [\(+61 3\) 9032 1300](tel:+61390321300) or [1300 664 969](tel:1300664969)

Email: reception@esc.vic.gov.au

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For VEU enquiries

Phone: [\(+61 3\) 9032 1310](tel:+61390321310) or submit a [contact form](#).

For media enquiries

If you have a media enquiry, please contact:

Michelle Bryne

michelle.bryne@esc.vic.gov.au

0437 677 385

(03) 9032 1324

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