

New protections for energy customers experiencing family violence

22 May 2019

Electricity and gas

New [protections for customers affected by family violence](#) have now been introduced by the state's energy regulator.

The Essential Services Commission has changed the [Energy Retail Code](#) to require energy retailers to have a family violence policy and meet minimum standards of conduct including better training for frontline staff, improving account security and debt management practices.

The changes stem from [recommendation 109 from the Royal Commission into Family Violence](#).

Commission chair Ron Ben-David says addressing family violence is a priority.

“Over the last 10 years, the commission has released hundreds of reports and decisions but none are more important than our work on family violence.

“It has been one of the most rewarding projects in my 10 years as commission chair to work with the energy sector and community experts to ensure customers are supported when they need it,” he said.

The new protections will take effect on 1 January 2020. This will give energy companies time to train staff on how to help customers facing family violence.

In 2018, the commission implemented [similar changes to the water customer service code](#) to better protect water customers experiencing family violence.

Read more about the commission's family violence work in the energy sector:

<http://www.esc.vic.gov.au/family-violence-resources-review-2018>

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