

# 7 in 10 Victorians don't know their energy rights

30 June 2019

## *Electricity and gas*

A new survey has shown most Victorians don't know about their basic energy rights, or where to go to find out what they are.

The survey conducted on behalf of the state's energy regulator found 68 per cent of Victorian consumers don't know where to get information about their rights when it comes to dealing with electricity and gas retailers.

The majority of respondents (61 per cent) also revealed they weren't aware of game-changing reforms coming into effect from 1 July this year, such as the [best energy offer](#), [consumer fact sheet](#) or [Victorian Default Offer](#).

The new consumer protections were recommended by the 2017 [independent and bipartisan review of electricity and gas retail markets](#).

Essential Services Commission acting chair Kate Symons says raising community awareness will be important to achieving the full benefits of the energy reforms.

"We want to make sure everyone knows about the changes coming in to give them more power over their electricity and gas deals.

From 1 July 2019:

- energy companies must tell customers whether they're on their best energy plan and how much the customer could save by switching to that plan (electricity and gas)

- energy companies will have to provide customers with a fact sheet showing key information about available energy offers (electricity and gas)
- customers currently on simple standing offers will automatically be transferred to the Victorian Default Offer, other customers can ask to switch to the default offer (electricity)

This latest change comes after the introduction of new protections for customers who are experiencing payment difficulties through a [payment difficulty framework](#) which came into effect on 1 January this year.

Over the next month, the commission will run a public education program across the state to raise awareness of energy rights.

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[It's your energy, Victoria](#)

Find out more about the new reforms that will give Victorians the power to make the most of their energy from 1 July.

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[Energy rights campaign survey overview](#)

Ahead of our public education campaign around energy rights reforms, we surveyed Victorian households to establish existing levels of awareness about energy rights.

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