

Regulator to target energy businesses that don't play by the rules

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Electricity and gas

The state's energy regulator will audit energy businesses to see whether they are complying with new rules designed to help Victorians get a better deal.

The Essential Services Commission has released its [2019-20 energy audit program](#), which will focus on important customer entitlements designed to help Victorians get fairer outcomes in the energy market.

Commission energy director Sarah McDowell says the audit program will assess whether energy businesses are providing access to key customer entitlements, such as the new Victorian Default Offer and assistance for customers experiencing payment difficulty.

“For Victorians to trust our energy market, energy companies must do the right thing by their customers and comply with the rules.

“Our audit program is one tool we use to assess whether this is happening in Victoria,” she said.

The audit program will target energy businesses to see whether:

- they are offering tailored financial support to customers facing payment difficulties
- they are identifying best offers for customers and providing clear advice
- they are discounting with reference to the Victorian Default Offer
- they are placing accurate offers on Victorian Energy Compare

- their bills are accurate based on smart meter technology.

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