

Media statement - Momentum Energy

23 October 2019

Electricity and gas

Victoria's energy regulator has confirmed it has issued \$900,000 in [penalty notices to Momentum Energy for allegedly overcharging](#) hundreds of vulnerable Victorians by failing to apply relevant concessions to customer's bills.

Momentum Energy has also agreed to an enforceable undertaking to pay back all affected customers.

Chairperson Kate Symons says this is one of the highest penalties ever imposed by the commission, and the size of the penalty reflects the seriousness of the commission's concerns over the behaviour.

"This isn't the first time that Momentum Energy has had to take part in an enforceable undertaking and these repeated incidents have let down Victorians who deserve better treatment."

The commission will not be making any further statements at this time.

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