

Victorians encouraged to look for their best energy offer on electricity and gas bills

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Electricity and gas

The state's economic regulator says Victorian energy consumers could save hundreds of dollars a year by checking their bills.

New rules by the Essential Services Commission, which came into effect on 1 July, mean energy retailers now must tell customers if they are on the retailers 'best offer' for them at least three to four times* a year.

Commission chairperson Kate Symons says within the last few months, all households and small businesses should have been sent a bill with a 'best offer' message from their energy retailer.

"If you're not on their best deal based on how much energy you use, your retailer must tell you how much you could save by changing to another plan," she said.

The new rules are part of a series of reforms stemming from the Victorian Government's 2017 [review of the electricity and gas markets](#) which led to a raft of [changes](#) designed to promote transparency in the market.

Ms Symons said knowing if you're on the best deal for you is all about giving customers more confidence that the energy market is working for them.

“It’s all about rebuilding trust in a market which multiple inquiries and reviews in recent years have concluded is not operating in the best interests of consumers.

“I encourage all Victorians to look at their bills to see if they are on the best deal available – you could be saving hundreds of dollars a year,” she said.

Find out more about [your energy rights](#).

*Four times a year for electricity bills, three times a year for gas.

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