

Essential News - September edition

02 September 2020

Corporate

The [latest edition of our monthly newsletter](#), Essential News, hit inboxes this week.

It includes updates on:

- our update to the water customer service codes and energy reforms to help support households and small businesses during the coronavirus pandemic
- latest data findings on small businesses and households reaching out to their energy company for help
- our continued engagement with the sectors through our industry and community roundtables
- AGL paying penalties totally \$450,000 for a computer billing error that allegedly saw concession holders charged incorrectly
- the impact of Melbourne's stage 4 restrictions on the Victorian Energy Upgrades program
- our 2020-21 energy compliance and enforcement priorities
- the Victorian default offer being extended to embedded network customers
- and an update to our waste and recycling services review.

[Subscribe to our newsletters](#) so you don't miss any essential news.

For general enquiries

Phone: [\(+61 3\) 9032 1300](tel:+61390321300) or [1300 664 969](tel:1300664969)

Email: reception@esc.vic.gov.au

You can also find us on [Twitter](#) and [LinkedIn](#).

For VEU enquiries

Phone: [\(+61 3\) 9032 1310](tel:+61390321310) or submit a [contact form](#).

For media enquiries

If you have a media enquiry, please contact:

Michelle Bryne

michelle.bryne@esc.vic.gov.au

0437 677 385

(03) 9032 1324

Clayton Bennett

clayton.bennett@esc.vic.gov.au

0447 933 140

Subscribe

Visit our [newsletters page](#) to subscribe to receive email updates from us and view previous editions of Essential News.

[Essential News: September 2020](#)

(,)

To learn more, visit www.esc.vic.gov.au