

Commission delivers long-term benefits for 2.4 million Victorian households

20 September 2018

Victoria's economic regulator has highlighted key decisions and regulatory reforms of the past year delivering real and tangible benefits for all Victorians in its Annual Report 2017-18.

The Essential Services Commission has published its [Annual Report 2017-18](#) highlighting key regulatory reforms including better protections for energy customers, and decisions to deliver steady or falling water bills for 2.4 million Victorian households.

Commission chair Ron Ben-David says the annual report highlights a focus on working with both regulated businesses and the community to ensure the best outcomes for consumers.

'We developed a new stakeholder engagement framework, challenged water businesses to step up to deliver great outcomes for their customers, and encouraged energy retailers to become active leaders in restoring community confidence in the retail energy market.'

The report also notes that:

- more than 50,000 households and 19,500 businesses in Victoria benefited from energy efficiency upgrades via the commission's regulation of the [Victorian Energy Efficiency Target scheme](#)
- customers are set to benefit from steady taxi fares, via our [unbooked commercial passenger vehicle \(taxi\) review](#)
- our [review of water prices](#) resulted in either flat or falling prices for most Victorian customers from 1 July 2018.

'Overall, our work in the last financial year has helped reinforce our role, on a national and international level, as a regulator dedicated to promoting the interests of Victorian consumers,' said Dr Ben-David.

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