

Energy compliance and enforcement priorities 2023–24



Payment Difficulty Framework

Our framework ensures that energy retailers assist customers who may be experiencing difficulty paying their bills. We will focus on making sure that customers are given practical assistance to reduce their energy usage and access the Utility Relief Grant Scheme.



Wrongful disconnections

As electricity and gas are essential services, consumers should only ever be disconnected by an energy retailer as a last resort.



Helping customers navigate the energy market

We are helping customers to engage confidently in the energy market by ensuring they receive clear information to make informed decisions.

Retailers must obtain explicit informed consent from customers and provide customers with regular best offer messages and adequate notice about price or contract changes.



Protecting customers experiencing vulnerability

Our enduring priority is to help all Victorians experiencing vulnerability to access essential services, especially those who are affected by family violence or rely on energy for life support.

