

Our 2024-25 work program

Our focus areas for 2024–25

We have identified the following priorities for 2024–25 to help us achieve our strategic goals.

Set efficient prices for essential services that promote the long-term interests of Victorian consumers

We will continue to undertake our rigorous, independent and evidence-based approach to the setting of prices of essential services including in relation to:

- setting of the Victorian Default Offer and Feed-in-Tariff
- approval of tariffs for eighteen water businesses (and reviewing the approach to new customer contributions for water connections)
- local government applications for higher rate caps
- the Port of Melbourne annual tariff compliance statement and review of market rents at the Port of Melbourne
- unbooked taxi fares and the non-cash payment surcharge

Effectively administer the Victorian Energy Upgrades program

We will continue implementing reforms and improving the Victorian Energy Upgrades program with a focus on:

- embedding new accreditations functions and streamlining our applications processes for accredited persons
- delivering the inaugural cycle of assurance audits and commencing the use of new compliance audit tools
- improving our engagement and support to comply material for duty holders and our communications with customers to provide clear information about their rights and how to raise concerns
- supporting the Victorian Government's electrification agenda, including the strategic review of the VEU program

Be a strong cop on the beat across Victoria's energy sector and the Victorian Energy Upgrades program

Having an effective enforcement capability is critical to delivering our goal of being a strong and fair regulator, and preventing and deterring contraventions of relevant laws, rules and determinations.

We will continue to:

- utilise a range of compliance and enforcement tools as appropriate, including litigation.
- be recognised by stakeholders as an effective regulator with respect to our compliance and enforcement role.

Explore new ways of having regulated entities support consumers

We will embed the focus on supporting consumers experiencing vulnerability into the regulatory work of the commission, including:

- partnering with key leaders in family violence and economic abuse to develop better practice guides for energy and water businesses to support consumers who are experiencing family violence.
- reviewing instruments made by the commission with a view to addressing actual or potential harms to Victorian consumers in a proportionate manner and support consumers experiencing vulnerability

Invest in our technology to deliver value to the community

Using technology and data is vital to improve regulatory outcomes in an increasingly complex environment.

We will:

- build our technological, information and data management capability
- deliver a modernised VEEC certificate registry and CRM system for the Victorian Energy Upgrades program.
- build a culture where we actively seek out opportunities for appropriate new technology solutions

2024	July	August	September	October	November	December
<p>Energy</p>			<p>Victorian Energy Market Report</p>		<p>Victorian Energy Market Report</p>	
<p>Victorian Energy Upgrades</p>				<p>Victorian Energy Upgrades performance information published (as part of ESC Annual Report)</p>		
<p>Water</p> <p>Local Government</p> <p>Transport</p>		<p>Consultation paper on review of customer contributions framework for water</p> <p>Water Industry Standard Compliance Reporting Draft Guideline</p> <p>Taxi and non-cash payment surcharge determinations</p>		<p>Water Industry Standard Compliance Reporting Guideline</p> <p>Publish guidance for water price reviews (Melbourne Water, North East Water)</p> <p>Port market rent scoping paper</p>	<p>Quarterly water customer perception survey published</p> <p>Water outcomes report</p>	<p>Water Annual Performance Report released</p> <p>Advice on local government rate cap</p>

2025

January

February

March

April

May

June

Energy

Reviewing the Energy Retail Code of Practice Draft Decision
Feed-in Tariff decision
Victorian Default Offer draft decision

Victorian Energy Market Report

Victorian Default Offer final decision
Reviewing reporting provided under General Exemption Order

Victorian Energy Market Report

Victorian Energy Upgrades

Water
Local Government
Transport

Quarterly water customer perception survey published
Port of Melbourne Market Rent Inquiry Interim Report

Assess local government rate cap applications
Accident towing recommendations

Local Government Outcomes Report
Port of Melbourne Market Rent Inquiry Final Report

Quarterly water customer perception survey published
Advice on maximum interest rate local government can charge on debt
Local Government Outcomes Report

Review new water customer contributions framework
Annual water tariff approvals