

Energy payment difficulty framework review

Engage Victoria submission

Between 2 and 19 September 2021 we received submissions to our questions about the approach we proposed to take for this review. These questions are highlighted in blue.

Submission written by: Amy Curtain

Date submitted: 05 September 2021

1. How would you like to participate in the review?

Attend focused workshops	<input type="checkbox"/>
Participate in one-on-one interview(s)	<input type="checkbox"/>
Have a discussion with the project team	<input checked="" type="checkbox"/>
Provide a written submission	<input checked="" type="checkbox"/>
Other / comments	

2. What have you observed about the experience of customers in payment difficulty in the last two to three years?

The concession only applies to specific times of the year which means it does not save very much money for the consumer.

3. We have access to existing data, customer insights, and publicly available case-studies relating to the framework. Is there any other data, insights or research we should also consider?

The cost of energy on single low or medium incomes is incredibly high - concessions should be applied all year.

It would be beneficial to investigate into why certain households use more power. I.e. low socioeconomic status' might result in customers living in houses that are not energy efficient meaning the people who are already struggling, are still paying more because they do not have access to energy efficient housing. A law requiring landlords to have a specific energy rating for housing would be beneficial to the country especially in a time where rental prices are ridiculously high and people are having to go without heating and cooling simply because they cannot afford to use it in a house with no insulation.

4. Are our key review questions appropriate for the review?

It depends what data you are reading. Surveys could be sent to all consumers via the DHHS for people with concessions on how effective the concession subsidy is for their personal circumstances.

In a time where climate change is constantly in discussion - this could be a useful time for the government to look into the practicality of building standards for Australia. A lot of infrastructure is simply not designed for the fluctuating temperatures and weather conditions we have in Australia.