

The most you can pay for electricity

If you are in a property with more than one home or business

Easy Read version



How to use this guide



The Essential Services Commission wrote this guide.

When you see the word 'We', it means the Essential Services Commission.



We wrote this information in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some important words in **bold**.

This means the letters are thicker and darker.



We explain what these bold words mean.

There is a list of these words on page 15.



This is an Easy Read summary of a fact sheet.

This means it only includes the most important ideas.



You can find the fact sheet on our website.

www.esc.vic.gov.au



You can ask for help to read this guide.

A friend, family member or support person
may be able to help you.

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Who is this guide for?



This guide is for people who pay for electricity at a property with more than one:

- home
- business.

For example, if you pay for electricity in:



- an apartment



- a caravan park



- a shopping centre



- a retirement village – where older people can live and get support.

What is an embedded network?



An **embedded network** supplies electricity to all the homes or businesses on a property.



The owner of the property can buy electricity for their network.

Then they can sell it to you.



But there's a limit on how much they can charge you.



When we say 'owner', we mean the person or organisation who owns the property.



It might also be a group of owners who manage the property together.

We call them a body corporate.

How much can the owner charge you?



We have rules about how much the owner can charge you for electricity.



The Victorian Default Offer (VDO) is the maximum that an owner can charge you.



The VDO means you can always get a fair deal for your electricity.



We set the price of the VDO each year.



It changes depending on where you live.

This is because electricity costs change in different parts of Victoria.

Find out what the VDO is for you



To find out what the VDO is for your area, you need to know who delivers electricity there.



There are 5 businesses that deliver electricity across Victoria.

We call them 'electricity distributors'.



For example, Powercor Australia provides electricity for western Victoria.



You can check your electricity bill to find out who delivers electricity in your area.



You can also use the Victorian Government's energy website.

www.energy.vic.gov.au/electricity/electricity-distributors



Then you can use our website to check what the VDO is for your area.

www.esc.vic.gov.au/electricity-and-gas/prices-tariffs-and-benchmarks/victorian-default-offer



After that, you can check your electricity bill to make sure you aren't paying more than the VDO.

What rules does the owner have to follow?



The owner of your property can't charge more than the VDO for your area.

They can charge you:

- the price of the VDO
- less than the VDO.

Your bill



The owner must give you a bill at least once every 3 months.



Your bill must be easy to understand.

It must explain:



- how much electricity you used



- when they checked how much electricity you used



- how they calculated what you must pay.



You must have at least 13 working days to pay the bill.



And you must have at least 2 ways you can pay the bill.

For example, over the phone and by post.

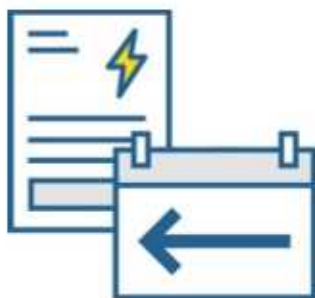


The owner must tell you before your next bill if the price of your electricity changes.

Estimated bills

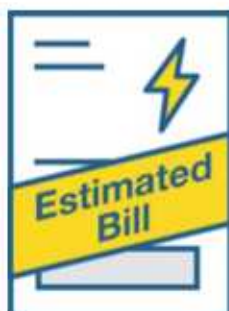


The owner of your property might not be able to check exactly how much electricity you used.



They might need to create a bill based on something else.

For example, how much electricity you've used in the past.



We call this an 'estimated bill'.

Your bill must clearly say if it's an estimated bill.

What if you're paying too much?



You can talk to the owner of your property if you think you're paying too much.



There might be other reasons why they're charging you more than the VDO.

For example, if they've added money you haven't paid from your last bill.

If they can't fix the issue, you can get support.



You can contact the Energy and Water Ombudsman (Victoria).

They support people who have problems with electricity companies.



You can call them.

1800 500 509



You can email them.

ewovinfo@ewov.com.au



You can also visit their website.

www.ewov.com.au

Word list

This list explains what the **bold** words in this document mean.



Embedded network

An embedded network supplies electricity to all the homes or businesses on a property.

Contact us



You can call us.

03 9032 1300



You can send us an email.

reception@esc.vic.gov.au



You can write to us.

Essential Services Commission
Level 8, 570 Bourke Street
Melbourne
Victoria 3000



You can visit our website.

www.esc.vic.gov.au



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