

Energy compliance and enforcement priorities 2024-25



Disconnections for non-payment

Electricity and gas are essential services. Consumers should only ever be disconnected by an energy retailer as a last resort for non-payment of a bill.



Payment Difficulty Framework

Energy retailers are required to provide assistance to customers who are anticipating or experiencing difficulty paying their bills.

We will focus on making sure customers are provided with all their minimum entitlements. This includes practical assistance to reduce their energy usage and to access concessions and the Utility Relief Grant Scheme.



Protecting customers experiencing vulnerability

Our enduring priority is to help Victorians experiencing vulnerability to access essential services, especially those who are affected by family violence, or are experiencing payment difficulty.



Statutory land access powers

We will monitor and promote compliance with new rules regarding statutory land access by electricity transmission businesses under the Land Access Code of Practice.



Consumer protections during widespread unplanned outages and emergency management

Distributors must provide reliable and timely information to customers during power outages and emergency events. We will monitor and promote compliance by distributors in providing reliable and timely information about outages and supply restoration timeframes.



Gas connection abolition

We will monitor and promote compliance with new rules, including gas connection abolition requirements, under the Gas Distribution Code of Practice. It is important consumers understand the process to have their gas supply abolished.

