

Energy Consumer Reforms – Regulatory Impact Statement

Submissions received through Engage Victoria

Date submitted: 16/05/2025

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On 16 May 2025 stakeholders were invited to provide feedback on the Energy Consumer Reforms Regulatory Impact Statement, via a survey through Engage Victoria. On this website, the public was given the opportunity to send us responses to a set of questions we provided. Our consultation process closed on 26 June 2025.

Are there any additional costs and benefits that we should consider for the proposed reforms?

- empty -

Are there any additional implementation requirements we should consider for this package of reforms and each individual reform?

The draft does not give any consideration to the position of customers whose supply is via an embedded network, where the maximum charge is the Victorian Default offer. Better offers exist for consumers not in an embedded supply plan.. Suppliers already get the advantage of locked in customers, but these customers should be given the option of choosing a better plan from the supplier, in the same way as the rest of the community.

Do you have any feedback on the proposed implementation timeframes for the proposed reforms?

- empty -

Are there any further considerations required for how each reform will interact with one another?

- empty -

If your preferred option differs from that identified in the Multi Criteria Analysis (MCA), could you please explain why?

- empty -

Do you agree with increasing the threshold for the best offer check results from \$22 to \$50? If not, what amount would be more appropriate, and why?

- empty -

Do you agree with increasing the minimum disconnection amount to \$500? If not, what amount would be more appropriate, and why? Should this amount be indexed to account for inflation or increases in energy prices?

- empty -

Are there other mechanisms we should consider in the designing of the automatic best offer to protect consumer choice and agency (in addition to the proposed opt-out and post switch reversal periods)?

- empty -

Could the proposed amendments for the automatic best offer be enhanced to further reduce implementation costs and maximise benefits to customers experiencing payment difficulty?

- empty -

Do you have any feedback on the proposed process and implementation timeframes for the automatic best offer?

- empty -

What metrics do you think could help assess the effectiveness of the process to switch to the best offer?

- empty -

Are there any implementation issues for small retailers that we should consider regarding effective processes to switch to the best offer?

- empty -

What would you consider to be a suitable benchmark to determine a reasonable price for gas?

- empty -