

# Essential News

Latest news from the Essential Services Commission

**August 2025**

## Proposed new rules to better protect life support customers

We are reviewing the Victorian energy rules, to improve how energy businesses register energy customers who rely on life support equipment.

The proposed changes aim to improve the accuracy of life support registers. Accurate life support registers help emergency services focus their efforts on those needing critical help during major power outages.



The review proposes:

- New definitions to distinguish between critical and assistive life-support equipment, helping direct support to those who need it most during emergencies.
- Improving the accuracy of energy businesses' life-support registers by introducing four-yearly medical confirmation and mandatory deregistration.
- Improving how life-support customers are contacted during planned and unplanned electricity outages.
- A standard medical confirmation form for energy retailers and distributors, for consistent collection of life-support customers' information.

Feedback on the proposed reforms can be submitted through [Engage Victoria](#). The consultation will be open between 31 July and 4 September 2025.

[Read more](#)

# Seeking auditors for the Victorian Energy Upgrades program

We are seeking applications from auditors to conduct independent audits for the Victorian Energy Upgrades (VEU) program, to help protect consumers and program integrity.

We encourage suitably qualified and experienced auditors to apply to conduct the following VEU audits, to ensure those operating under the program comply with program requirements:

- **Compliance and assurance audits:** accredited persons must undergo an independent assurance audit at least once every two years. They may also be subject to compulsory compliance audits in certain circumstances.
- **Annual energy acquisition statement audits:** energy retailers (relevant entities) must have their annual acquisition statements audited prior to submission to the commission.

[Read more](#)



## Enforcement action

### Energy retailer fined \$961,550 for failing to credit accounts of over 6,000 customers

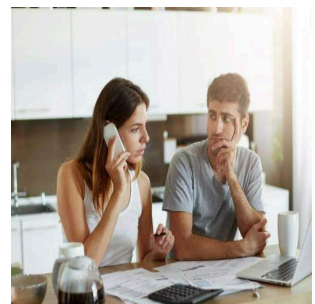
Energy retailer Pacific Blue Retail Pty Ltd (Pacific Blue), which trades as Tango Energy and Pacific Blue Retail, has paid \$961,550 for allegedly breaching Victorian energy rules related to guaranteed service level payments.

Victorian energy distributors are required to make guaranteed service level payments to customers who receive a level of service worse than a specific threshold or level. This occurs via a customer's energy retailer.

Where a distributor makes a guaranteed service level payment, the energy retailer must apply the credit to the customer's account within 10 business days.

We allege that between 29 September 2021 and 30 December 2024, Pacific Blue failed to credit 8,131 guaranteed service level payments to 6,376 customers within 10 business days.

[Read more](#)



# Enforcement action taken against Victorian Energy Upgrades program participant

GB Environmental Pty Ltd (GB Environmental) has had restrictions placed on its Victorian Energy Upgrades (VEU) accreditation for breaching the VEU program rules.



We allege GB Environmental and contractors working on its behalf:

- failed to obtain consumer consent before completing two car park lighting upgrades
- provided false information to the commission about the consumer
- failed to use appropriate lighting designers for 14 car park and other lighting upgrades.

We have restricted GB Environmental's VEU accreditation, preventing the business from undertaking VEU non-building based lighting upgrades for three months.

[Read more](#)

## Consultations

We're currently seeking feedback on:

- [Review of Life Support protections in Victoria](#) - consultation closes 4 September 2025

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