

Essential News

Latest news from the Essential Services Commission

December 2025

ENGIE fined \$1.2 million after becoming Victoria's most complained about energy retailer

Energy retailer ENGIE has been penalised \$1,206,050 for allegedly failing to respond to customer complaints about billing issues in a timely manner. One customer waited over a year to have their bill reviewed.

We established a taskforce to investigate ENGIE after receiving a referral from the Energy and Water Ombudsman (EWOV) earlier this year.

Between 1 April 2024 and 31 March 2025, EWOV received an influx of complaints about ENGIE and its data showed ENGIE had become the state's most complained about energy retailer.



[Read more](#)

New energy rules tackle unnecessary complexity around 'same name, different price' plans

We are changing Victoria's energy rules to make it easier for customers to switch to their retailer's cheapest plan.

[Our research](#) indicates that around 360,000 Victorians are on older, more expensive versions of plans that have a cheaper alternative with the same name, with the average customer able to save up to \$430 per year if they were to switch.

Retailers will often release new plans with cheaper rates to compete for new customers. This can confuse customers when they look at their retailer's cheapest plan, see it has the same name as theirs and assume they are getting the best deal, when in fact, they are on an older, more expensive version of the plan.



[Read more](#)

Streamlining public lighting regulation

We are revoking the [Public Lighting Code](#) to remove unnecessary overlap and outdated rules.

The code was created to govern how electricity distributors provide public lighting services, setting standards and processes to support its delivery. Key rules include how electricity distributors connect and work with public lighting customers, like councils and VicRoads.



Most of these obligations are duplicated in national and other Victorian regulations. The obligations that are not duplicated will be transferred to the Electricity Distribution Code of Practice (EDCoP).

[Read more](#)

Greater Western Water customers to receive \$130 million redress package after billing failures

We have accepted a [court-enforceable undertaking](#) requiring Greater Western Water to provide a \$130 million customer remediation package – the largest undertaking the commission has ever accepted.

Greater Western Water has acknowledged that failures with its new billing system caused significant billing disruptions and multiple breaches of the Water Industry Standard.



The undertaking requires Greater Western Water to remediate residential and small business customers and implement measures to improve compliance and follow rules

about how it communicates with customers.

[Read more](#)

Featured consultations

Have your say on Melbourne Water and North East Water's proposed investment plans and prices

We are seeking feedback on how much Melbourne Water and North East Water propose to charge their customers for water services over the next five years.

Our price determinations approve the maximum prices water businesses may charge customers. These prices are based on an assessment of the efficient costs water businesses need to deliver services, including high-quality drinking water, reliable and secure supplies, and meeting environmental standards while supporting a growing population.



Consultation closes at 5 pm on 12 December 2025. Have your say by visiting [Engage Victoria](#).

[Have your say](#)

Regulator seeks feedback on Victorian default offer and suitability of free power period

We are also seeking feedback on our approach to setting Victoria's default electricity price for 2026-27 and the suitability of a regulated free power period for residential customers.

We independently review the Victorian Default Offer each year. It is a fair, independently set electricity price that:

- gives Victorians access to a reasonable electricity deal, even if they are unable or unwilling to engage in their retail market
- acts as a reference price so customers can more easily compare different deals in the market
- is the maximum amount electricity retailers can charge customers in an embedded network, such as an apartment complex, retirement home or caravan park.



Consultation closes at 5 pm on 12 December 2025. Have your say by visiting [Engage Victoria](#).

Have your say

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