

# Essential News

Latest news from the Essential Services Commission

**November 2025**

## **EnergyAustralia to provide more than \$1 million in bill relief after breaching consumer protections**

We have accepted a court-enforceable undertaking with EnergyAustralia that will see it provide a customer remediation package of approximately \$1.2 million of credits and debt waivers, following alleged failures to inform struggling customers of their payment assistance entitlements.

We allege EnergyAustralia did not provide information about the assistance available to over 6000 customers who had been recognised by EnergyAustralia as having difficulty paying their bills. This likely led to customers missing out on concessions and grants they were eligible for, leading to further debt.

The customer remediation package averages an estimated \$179 per affected customer.



[Read more](#)

## **Momentum Energy fined over \$700,000 for family violence failures**

Momentum Energy Pty Ltd has paid penalty notices totalling \$764,380 for failing to uphold critical protections for customers affected by family violence.

Victoria has some of the nation's strongest protections for utility customers affected by family violence. They prohibit retailers from disclosing the customer's information without consent and require them to consider the potential impact of debt recovery.



We allege Momentum:

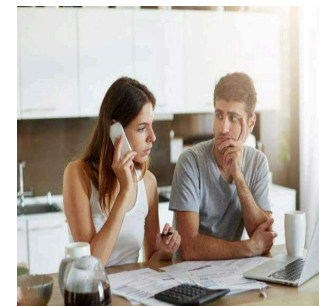
- disclosed, or provided access to, the confidential information of three family violence affected customers on 19 occasions, including providing a perpetrator with the current residential address of victim-survivors 15 times
- failed to identify and implement a safe method of communication with a customer it had already identified as being affected by family violence.

[Read more](#)

## EnergyAustralia fined over \$1 million for giving customers incorrect information about its best energy deals

EnergyAustralia has been penalised \$1,066,986 for allegedly giving over 150,000 customers incorrect information about its best energy deal in communications about price changes.

We allege EnergyAustralia informed customers they were on its best plan when it had cheaper energy plans available. This denied customers the opportunity to switch to a cheaper plan and save money.



On average, affected customers could have saved approximately \$56 per year by switching to EnergyAustralia's best offer.

[Read more](#)

## Chairperson Gerard Brody's remarks to the Financial Counselling Victoria 2025 conference

Our Chairperson Gerard Brody recently presented to the Financial Counselling Victoria 2025 conference.

The conference brings together over 300 of the state's financial counsellors and representatives from

various industries, government departments and Ombudsman schemes.

Gerard provided an update on the commission's work including:

- recent changes to the Energy Retail Code of Practice
- our recent enforcement action
- our work to support victims of family violence
- our new strategic plan.



[Read his speech](#)

## Victorian water businesses report on their commitments to customers

The seventh annual [water outcomes report](#) shows most water businesses believe they are making good progress against their commitments to customers, despite challenges caused by varying climate conditions.

The report outlines how each water business self-assessed and self-reported on its 2024-25 performance. We are satisfied that most self-assessments continue to be reasonable, but see clear differences in how businesses rate themselves and demonstrate accountability for their own performance.



[Read more](#)

## Commissioner Jess Young's remarks to the Women's Health in the North 'Power Up Victoria Project' event

Our Commissioner Jess Young spoke at the recent Women's Health in the North 'Power Up Victoria Project' event held at the Glenroy Community Hub.

The project has helped build migrant and refugee women's confidence and understanding of the energy market and given us the opportunity to hear directly from women about the barriers they face when engaging in the energy market.



[Read her speech](#)

## Victorian Energy Upgrades program - enforcement action

### Action taken against two businesses for ineligible energy efficient upgrades

We took action against two Victorian Energy Upgrades (VEU) accredited businesses for allegedly claiming Victorian energy efficiency certificates for ineligible energy efficient upgrades.

We allege contractors working on behalf of Business Channel Australia Pty Ltd (Opt Energy) and Sustainable Renew Energy Pty Ltd (Sustainable Renew Energy) installed pre-rinse spray valves that did not comply with the VEU program rules.

We identified these breaches after investigating tip-offs about a surge in pre-rinse spray valve installations.

[Read more](#)



### Businesses punished over false claims, illegal doorknocking and other Victorian Energy Upgrades rule breaches

Renewable Energy Pty Ltd (Re-Energi) has been suspended from the VEU program for three months for making false claims about upgrades and breaching consumer protections in the VEU [code of conduct](#). While suspended, Re-Energi is banned from creating certificates for any type of energy efficiency work.

GB Environmental Trading Pty Ltd (Greenbank Environmental) has had a three-month restriction placed on its VEU accreditation for breaching the rules, including failing to ensure contractors completed installations correctly.

[Read more](#)



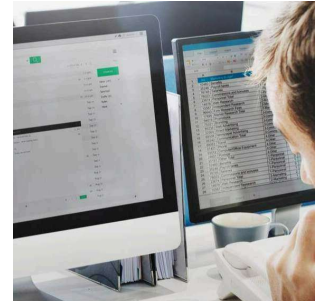
## Business fined \$23,077 for breaching Victorian Energy Upgrades program consumer protections

NRGPAL Pty Ltd has been fined \$23,077 for allegedly breaching consumer protections in the VEU program.

NRGPAL is a contractor that does work on behalf of VEU accredited businesses, known as a 'scheme participant'. This is the first time the Essential Services Commission has issued penalties against a scheme participant.

We allege that NRGPAL failed to provide clear and accurate information about the VEU program in marketing emails to around 600 consumers.

[Read more](#)



## Exaggerating energy savings proves costly for energy upgrades business

We took action against VEU accredited business In2 Energy Pty Ltd (In2 Energy) for allegedly claiming Victorian energy efficiency certificates for non-compliant cold room upgrades.

Our enforcement action included:

- ordering the mandatory surrender of 180 Victorian energy efficiency certificates claimed by In2Energy, valued at almost \$16,000
- issuing a formal warning to In2 Energy against future non-compliance and reenforced the VEU program requirements for cold rooms and marketing.



[Read more](#)

## Taskforce nabs second business for false Victorian Energy Upgrades claims

Electra Energy Efficient Solutions Pty Ltd (Electra) has been suspended from the VEU program for three months after it allegedly falsely claimed to have completed weather sealing and low-flow shower rose upgrades.

The misconduct was uncovered by our VEU fraud taskforce – a newly established unit focussed on stamping out fraudulent activity in high-volume, low-cost energy efficient upgrades.



[Read more](#)

## Consultations

We're currently seeking feedback on:

- [Review of New Customer Contributions](#) - consultation closes 11 November 2025
- [Melbourne Water price review 2026](#) - consultation closes 12 December 2025
- [North East Water price review 2026](#) - consultation closes 12 December 2025

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