

Essential News

Latest news from the Essential Services Commission

October 2025

New energy rules help customers get the best price, stay connected, and tackle loyalty tax

We are changing Victoria's energy rules to ensure customers doing it tough get the best price and stay connected, and to tackle the energy market's 'loyalty tax'.

Under the changes to the Energy Retail Code of Practice, the minimum debt a consumer can be disconnected for increases from \$300 to \$1000 (from October 2026), and retailers must:

- move customers onto their cheapest plan if they are on payment difficulty support, or have been in debt for more than three months and owe more than \$1,000 (from October 2026)
- ensure customers who have been on the same plan for more than four years are paying a reasonable price or move them onto a cheaper plan if they are not (from July 2026)
- offer payment methods other than direct debit for each plan (from October 2026).



[Read more](#)

\$130 million redress proposed for Greater Western Water billing failures

Greater Western Water has acknowledged failures with its new billing system that caused significant billing disruptions and multiple breaches of the Water Industry Standard, and has proposed an enforceable undertaking to provide redress to affected customers.

Failures included suspending quarterly billing for some customers, issuing incomplete or incorrect bills, failing to include required information on bills, and suspending direct debit without notice. Greater Western Water estimates the proposed redress package is valued at \$130 million.



[Read more](#)

Updated handbook to help water and energy businesses respond to family violence

We have updated the [Better Practice in Responding to Family Violence Handbook](#), which serves as a practical guide to help energy and water businesses assess and strengthen their response to family violence.

The handbook has been updated to reflect deepening understanding about family violence risk in essential services, including the importance of taking a Safety by Design approach.



[Read more](#)

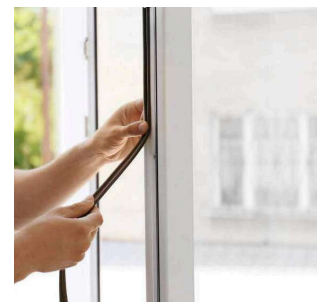
Enforcement action

Businesses punished over phantom energy efficiency upgrades

We have punished two businesses we allege claimed Victorian energy efficiency certificates for work that didn't take place.

We allege that contractors working for A.K. Alvi Enterprises Ptd Ltd (Zerowatt) and Phenix Pty Ltd (LEDSaves) falsely claimed to have completed weather sealing and low-flow shower rose installations.

While the alleged conduct was carried out by contractors in both instances, as VEU accredited businesses, Zerowatt and LEDSaves, must



ensure their contractors and the activities they create certificates for comply with VEU program rules.

[Read more](#)

Business caught using falsified photos as evidence of energy efficiency upgrades

We have placed a six-month restriction on MYOM Australia's Victorian Energy Upgrades (VEU) accreditation, alleging it used falsified photo evidence for its energy efficiency projects.

We investigated 180 of MYOM's VEU energy efficiency activities after receiving a tip-off from the community about potential misconduct.

The investigation identified that the same lights appeared in photos submitted by MYOM as evidence of decommissioned lighting across multiple projects. We are not satisfied the certificates MYOM claimed are compliant.



[Read more](#)

Consultations

We're currently seeking feedback on:

- [Ampol Energy \(Retail\) Pty Ltd - transfer of electricity retail licence](#) - consultation closes 13 October 2025
- [Consultation on guidance and administrative requirements for commercial and industrial solar PV system activity](#) - consultation closes 16 October 2025
- [Proposed billing exception approval for Greater Western Water](#) - consultation closes 22 October 2025.

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