

Essential News

Latest news from the Essential Services Commission
August 2024

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Welcome to Essential News, your regular update on key decisions, releases and events from the Essential Services Commission.



Doorknocking and telemarketing ban under the Victorian Energy Upgrades program

From 1 August 2024, doorknocking has been banned under the Victorian Energy Upgrades program. This follows the ban on 'cold-call' telemarketing from 1 May 2024.

The bans protect consumers from unwanted visits and phone calls to market the program.

- Anyone marketing the program must now get consent to visit or call consumers at their home or business.
- Consumers and industry should report ban breaches to veu@esc.vic.gov.au, so we can investigate and act.

[Read about the bans](#) →



Leading consumer lawyer appointed Chairperson of the Essential Services Commission

Gerard Brody commenced his term as our new Chairperson on 19 August 2024.

A leading consumer rights lawyer, Gerard has deep consumer policy, regulatory and legal experience, and a longstanding passion for improving the consumer experience. Gerard is keen to continue our work in assisting Victorian consumers experiencing vulnerability.

We would like to extend a warm welcome to Gerard. We look forward to working with Gerard to continue promoting the long-term interests of Victorian consumers.

[Read more](#) →



Review of new customer contributions for water connections

We are seeking submissions from interested stakeholders to inform our review of new customer contributions for water, sewerage and recycled water connections.

To support feedback, we have released a paper providing an overview of the legislative and regulatory framework applying to new customer contributions and our role, and a summary of key issues we would like to address, arising from our recently completed water price reviews.

You can submit feedback on our consultation paper until 15 November 2024.

Have your say →



Proposed guideline on self-reporting non-compliance with the Water Industry Standards

We have commenced consultation on resources designed to assist water businesses to comply with their reporting obligations set out in the Water Industry Standards.

We are seeking feedback on a proposed guideline and template for self-reporting non-compliance. Both resources will help strengthen the water consumer protection framework and drive better customer outcomes.

Submissions can be made by email to water.compliance@esc.vic.gov.au until 10 September 2024.

Find out more →

Your consumer rights and the support available to you



Learn about your rights as a consumer in the sectors we regulate, including electricity and gas, local government, water, transport and the Victorian Energy Upgrades program.

[Find out more →](#)

Consultation

We're currently seeking feedback on the following:

- [Proposed guideline on self-reporting non-compliance with the Water Industry Standards](#) - consultation closes 10 September 2024
- [Kerang Solar Plant Pty Ltd application for electricity generation licence](#) - consultation closes 24 September 2024
- [Review of new customer contributions](#) - consultation closes 15 November 2024

[View all current consultations →](#)

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