

Essential News

Latest news from the Essential Services Commission

June 2025

Victorian electricity default offer announced

The Essential Services Commission has released its final decision on the Victorian Default Offer to apply from 1 July 2025 to 30 June 2026.

The final decision follows industry and community consultation on the draft decision released in March, as well as further economic analysis using the latest data.

The commission's rates vary between the state's five electricity distribution zones, which accounts for the different costs of providing electricity across the state.

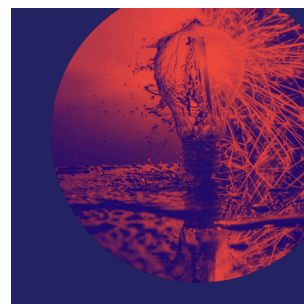
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Report helps support energy and water customers experiencing family violence

The Essential Services Commission has welcomed the release of a discussion paper designed to help the energy and water sectors identify risks and prevent harm for customers experiencing family violence.

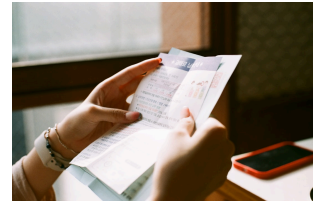
In 2024, the commission formed a partnership with leaders in family violence and economic abuse prevention to promote the design of safer systems and processes for energy and water businesses that support customers experiencing family violence.



[Read more](#)

Rules to help Victorians access affordable energy and tackle 'loyalty tax' proposed by regulator

The Essential Services Commission is proposing new rules to require energy retailers to move certain customers onto cheaper plans. The commission estimates these rules would have saved customers an average of around \$225 on electricity and \$182 on their gas each year.



The proposed changes to the Energy Retail Code of Practice are designed to ensure customers experiencing financial hardship and those who have been on the same plan for over four years pay a fair price for their power.

[Read more](#)

Customers on older plans significantly better off on their retailer's best offer

Some residential electricity customers pay significantly more for their energy. The amount of potential savings they could realise varies depending on the customer type, the customer's retailer, the amount of electricity used, and the age of their plan.

Customers on older plans have the highest potential savings compared to their retailer's best offer. Retailers can increase tariffs for customers on retail energy contracts once per year. This is common practice, and customers are notified when this takes place. Over time, these annual price increases move old contracts further away in price from new, more competitive market offers.



[Read more](#)

Business fined for illegal telemarketing

Astra Green Solutions Pty Ltd (trading as Astra Green) has been penalised \$69,231 for breaching a ban on cold-call telemarketing in the Victorian Energy Upgrades (VEU) program.

This coincides with the one-year anniversary of the VEU telemarketing ban and sends a strong message to all VEU accredited businesses – you must ensure anyone working on your behalf complies with the program's rules.



[Read more](#)

Chairperson's remarks to the VicWater Chairs Forum

Chairperson and Commissioner Gerard Brody recently presented to the VicWater Chairs Forum, which brings together board chairs from Victoria's 18 water corporations.



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Requests for higher rate cap approved

Indigo Shire Council

Following a request from Indigo Shire Council, the Essential Services Commission has [approved an application for a higher rate cap](#) of 7.54 per cent for the 2025-26 financial year, 4.54 percentage points above the 3 per cent cap set by the Minister for Local Government.

Hepburn Shire Council

Following a request from Hepburn Shire Council, the Essential Services Commission has [approved an application for a higher rate cap](#) of 10 per cent for the 2025-26 financial year, 7 percentage points above the 3 per cent cap set by the Minister for Local Government.

Consultations

We're currently seeking feedback on:

- [Reviewing the Energy Retail Code of Practice](#) - Consultation closes 26 June 2025

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