

Essential News

Latest news from the Essential Services Commission
September 2024

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



Transmission Company Victoria Pty Ltd - licence application

Transmission Company Victoria Pty Ltd (TCV) is seeking a licence to transmit electricity in connection with the Victoria New South Wales Interconnector West (VNI West) project in Victoria.

We are inviting public submissions to help inform our decision on whether to grant or refuse TCV's licence application.

Submit your feedback online via [Engage Victoria](#) or attend our in-person consultation on 7 October 2024 between 1pm - 4pm at Grampians Community Health, Ruby Room (8-22 Patrick Street Stawell).

We encourage you to register your attendance by emailing your full name, email address and



Engie pays penalties for family violence and reporting failures

Energy retailers IPower Pty Limited and IPower 2 Pty Limited (trading in partnership as Engie, and formerly known as Simply Energy), have paid penalties totalling \$1,676,104 for alleged breaches of Victorian energy rules related to family violence provisions and performance reporting.

We gathered evidence that Engie allegedly failed to protect the accounts of 65 customers affected by family violence on 113 occasions between January 2020 and March 2024.

In addition, we found that Engie allegedly contravened its reporting obligations 20 times between December 2021 and April 2024.

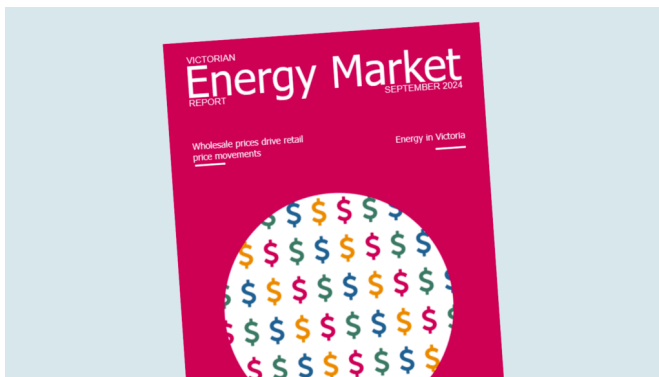
phone number to licences@esc.vic.gov.au. Drop-ins are welcome but registrations will be given priority.

Consultation is open until 5pm Monday 21 October 2024.

[Have your say →](#)

You can also attend our upcoming public forum at 6pm on 8 October 2024 to learn more about TCV's licence application, how we assess licence applications and how to make a submission.

[Register now →](#)



Victorian Energy Market Report - September 2024

We have released the latest Victorian Energy Market Report covering the period from 1 April to 30 June 2024.

Published quarterly, the Victorian Energy Market Report aims to help you understand how the energy retail market works and what you need to do to get the best out of it. It also highlights key compliance and enforcement outcomes we have delivered in the reporting period.

The September edition's lead article features analysis of electricity and gas offers for residential and small business customers. Driven primarily by elevated wholesale prices, electricity and gas offers were higher in 2023–24 than in 2022–23.

[Read more →](#)



Greater Western Water makes court-enforceable commitment to improve family violence processes

We have accepted a court enforceable undertaking from Greater Western Water after Greater Western Water admitted it failed to meet its obligations to support customers affected by family violence in 2023.

Since the alleged contraventions, Greater Western Water has engaged directly with any affected customers to provide information and support, and updated its Family and Domestic Violence Policy, processes and training.

Under the court enforceable undertaking, Greater Western Water has committed to a Compliance Improvement Action Plan which will be monitored by the commission.

[Learn more →](#)



The key takeaway for consumers is that engaging in the market can lead to real savings.

The report also found an increase in gas and electricity customers accessing tailored assistance for payment difficulty.

[Read the latest report →](#)



Dodo Power & Gas pays penalties for alleged 'guaranteed service level payment' failures

Energy retailer M2 Energy Pty Ltd (trading as Dodo Power & Gas) has paid penalties totalling \$825,472 for allegedly breaching Victorian energy rules related to guaranteed service level payments and self-reporting.

We gathered evidence that between May 2022 and February 2024, Dodo Power & Gas failed to credit 1,325 guaranteed service level payments to customers within the required timeframes. The late payments affected 978 customers and totalled more than \$130,000.

We introduced the obligation on retailers to apply payments within set timeframes in July 2021 to better protect customers from the inconvenience caused when guaranteed service levels are not met.

[Find out more →](#)

New maximum taxi fares take effect

In our 2024 taxi review, we approved a 5.5 per cent increase to the maximum fare payable when a taxi is hailed from the street or at a taxi rank.

From 23 September 2024, the cost of a 3 kilometre taxi trip has increased by \$0.84 to \$17.70.

The fare increase is primarily driven by the increase to the minimum wage foreshadowed in our June 2024 draft decision.

The maximum surcharge that applies to non-cash payments has remained steady at 4 per cent for credit or debit cards, and 6 per cent for charge cards like Cabcharge.

[Learn more →](#)

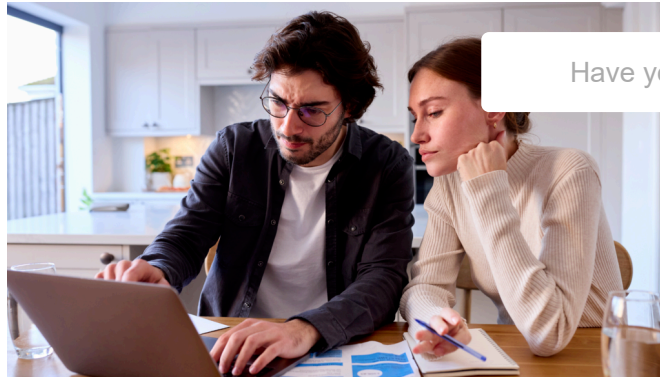


Review of new customer contributions for water connections

Have your say on our review of new customer contributions for water, sewerage and recycled water connections.

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

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:

- [CleanPeak Energy Retail Pty Ltd application for electricity retail licence](#) - consultation closes 8 October 2024
- [SEC Energy Pty Ltd application for electricity retail licence](#) - consultation closes 14 October 2024
- [Transmission Company Victoria Pty Ltd application for electricity transmission licence](#) - consultation closes 21 October 2024
- [ACLE Services Pty Ltd - application for electricity wholesale licence](#) - consultation closes 24 October 2024
- [Review of new customer contributions](#) - consultation closes 15 November 2024

[View all current consultations →](#)

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