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Essential News

Latest news from the Essential Services Commission
June 2021

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

Click Energy pays \$640,000 for alleged sales agent fraud

Click Energy has paid penalties totalling \$640,000 after an external sales agent allegedly faked customer details to sign them up without their consent.

[We issued 32 penalty notices to Click Energy](#) after the sales agent allegedly entered 20 customers' details into an online contract form without their permission.

[Read our media release →](#)



Lower metropolitan water bills to flow from decision on Melbourne Water

Average water bills will fall for more than two million metropolitan Melbourne households following our final decision

Call for submissions on Telstra Energy licence applications

We are [assessing an application from Telstra Energy](#) (Retail) for a licence to sell electricity and a licence to sell gas to Victorian consumers.

In line with legislative requirements and to facilitate a fair and open process in relation to a licence application that may have a significant impact for Victorian consumers, we are calling for feedback from the community through Engage Victoria.

[Find out more and have your say at Engage Victoria →](#)



Inquiry into port pricing begins

and determination on Melbourne Water's maximum prices and service standards to apply from 1 July 2021.

Melbourne Water has also committed to continue reducing its environmental footprint, with additional money earmarked for carbon offsets, and waterways and drainage activities.

[Find out more →](#)

Pandemic impact on customers shows in latest water data

The past 12 months of economic challenges brought on by the coronavirus pandemic has seen the number of Victorian customers in hardship programs steadily increasing, with metropolitan Melbourne hit the hardest.

[Read our media release →](#)

We've commenced an inquiry into the Port of Melbourne's compliance with Victorian Government requirements for how it set prices for services over the past five years.

[Find out more and have your say at Engage Victoria →](#)

Interest payable on late water bills set to fall

We have reduced the maximum interest water businesses can charge customers who don't pay bills on time, from 3.9 per cent to 2.9 per cent.

Each year we set the maximum interest rate water businesses may charge customers for unpaid bills, based on up-to-date information on borrowing rates.

[Read our media release →](#)

Spotlight on ...

Supporting energy customers through the coronavirus pandemic

We have worked closely with energy businesses to provide appropriate support for customers since the start of the pandemic. This includes restrictions on disconnecting customers where there are health and safety concerns and in recognition that it is a time of vulnerability and financial stress for many.

In June 2021, we removed the temporary measures we had in place. We have [published standing advice](#) that will apply whenever Victoria or parts of Victoria are subject to 'stay at home' restrictions from 1 July 2021 onwards.

[Learn more about our reforms to support Victorians to manage energy bills through the pandemic →](#)

Consultation

We're currently seeking feedback on the following documents:

- [Telstra Energy – application for electricity and gas retail licences](#) - closes 1 July
- [Inquiry into Port of Melbourne compliance with the pricing order 2021](#) - closes 3 September

[Visit our consultations page →](#)

