

[Part 1: general text about the Essential Services Commission]

About

The Essential Services Commission is Victoria's independent economic regulator. We promote the long-term interests of Victorian consumers with respect to the price, quality and reliability of essential services, such as electricity, gas and water.

We regulate Victoria's energy, water and transport sectors, and administer the rate-capping system for the local government sector.

We also regulate the Victorian Energy Upgrades program, which helps Victorians reduce their energy bills and greenhouse gas emissions by providing access to discounted energy efficient product and services.

TRADITIONAL CHINESE

關於我們

基本服務委員會 (Essential Services Commission) 是維州的獨立經濟監管機構。我們致力於在電力、天然氣和供水等基本服務的價格、品質和可靠性方面促進維州消費者的長期利益。

我們負責監管維州的能源、水務和交通部門，並管理地方政府部門的稅率上限框架。

我們亦負責監管維州能源升級計劃 (Energy Upgrades program)，該計劃透過提供與節能產品和服務有關的優惠，來協助維州居民降低能源費用和溫室氣體排放。

[Part 2: instructions about how to use the interpreter service]

If you need an interpreter, please call TIS National on 131 450 and ask them to call the Essential Services Commission on 1300 664 969. Our business hours are 9 am to 5 pm.

TRADITIONAL CHINESE

如果您需要口譯服務，請致電 TIS National (電話: 131 450)，並請求轉接基本服務委員會 (電話: 1300 664 969)。我們的服務時間為上午 9 點至下午 5 點。