

# De-energisation (or disconnection) of premises (small customers) guideline

18 September 2025



## Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities, and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

### An appropriate citation for this paper is:

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**Note:** The information in this guideline was originally published as Guidance Note 1 (2020) to the commission's website 21 August 2020. The commission made this a guideline pursuant to section 13 of the *Essential Services Commission Act 2001*. The content of the guideline has not changed since it was first published except for updating to current clause numbers for each provision in the Energy Retail Code of Practice, where applicable.

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Following a referral by the Energy and Water Ombudsman (Victoria), we considered the requirements of clause 182(5)(d) of the Energy Retail Code of Practice. Clause 182 is contained in Part 10 of the code, titled Disconnection of premises.

1. Subclause 182(5)(d) provides:

A reminder notice **must**:

(a) ...

(b) ...

(c) ...

(d) give details of how to contact the retailer in connection with a complaint or dispute. (Bold emphasis added)

2. We considered a reminder notice that contained a contact number for customers under headings such 'Need to talk?' or 'Can we help?'. The reminder notice did not specify that this number was available for customers to contact the retailer in connection with a complaint or a dispute.

3. We considered that the reminder notice did not comply with the mandatory requirements of clause 182(5)(d). The requirement of this clause is not only to provide a retailer's contact number but to provide details of how a customer can contact the retailer specifically 'in connection with a complaint or dispute'. Although no specific wording is required under clause 182(5)(d), it must be clear from the reminder notice how the customer can contact the retailer about a complaint or dispute.