

31/03/2023

Our ref: C/23/6226

Dear Retailer,

Requirement to input data for Victorian Energy Compare accurately and consistently with commission guideline

With the recent re-opening of the Victorian Government's \$250 Power Saving Bonus and general consumer concerns about high energy prices, many customers will be visiting the Victorian Energy Compare website for accurate and transparent information about energy offers.

You are reminded that, pursuant to clause 39 of the Energy Retail Code of Practice, you must input accurate details into the Victorian Retailer Portal, for the purposes of the VEC website. This is fundamental to Victorian Energy Compare achieving its objective of providing accessible, trusted information for energy consumers – at the present time, that objective is more important than ever.

You are also reminded that the commission has published a guideline '[Energy Fact Sheet Guideline](#)' that provides important information on uploading information to the Victorian Retailer Portal website. Retailers are also required to comply with this guideline as a condition of their licence, pursuant to section 36A(3) of the Electricity Industry Act, and section 43A(3) of the Gas Industry Act 2001.

In particular, I draw your attention to the distinction the Energy Fact Sheet Guideline makes between discounts and incentives. A one-off price benefit, such as a sign-on credit, is not a discount, it is an incentive and must be accurately inputted into Victorian Energy Compare as such.

It has come to our attention that some retailers appear to not be accurately inputting pricing information into Victorian Energy Compare and this is being investigated.

Failing to accurately input information into VEC is taken seriously by the commission. The commission's full suite of enforcement powers is available for such breaches and the commission will not hesitate to take action where it considers it appropriate to do so.

You are advised to immediately check the accuracy of the information you have inputted into the Victorian Retailer Portal.

If you have any questions in relation to this matter, please contact Matthew Sargeant at compliance.reporting@esc.vic.gov.au.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'A. Yuen', with a horizontal line underneath.

Aaron Yuen
Executive Director (acting), Energy Division

