



Public engagement summary: payment difficulty framework implementation review 2022

We conducted our payment difficulty framework implementation review between September 2021 and August 2022. The review focused on evaluating the implementation of the framework in meeting its objectives, by analysing direct customer experiences, data and information.

Our payment difficulty framework implementation review found that the framework helps Victorian energy consumers manage their energy costs but that there are opportunities to improve.

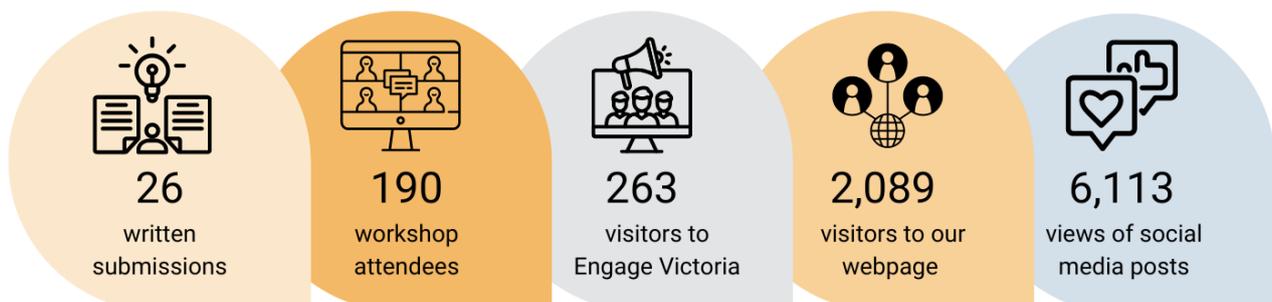
Read our [Findings Report](#) for more details about what we found.

We undertook extensive engagement with stakeholders when undertaking the review. The feedback we received at each stage was critical to informing our review.

We engaged with a variety of stakeholders at every stage of our review:

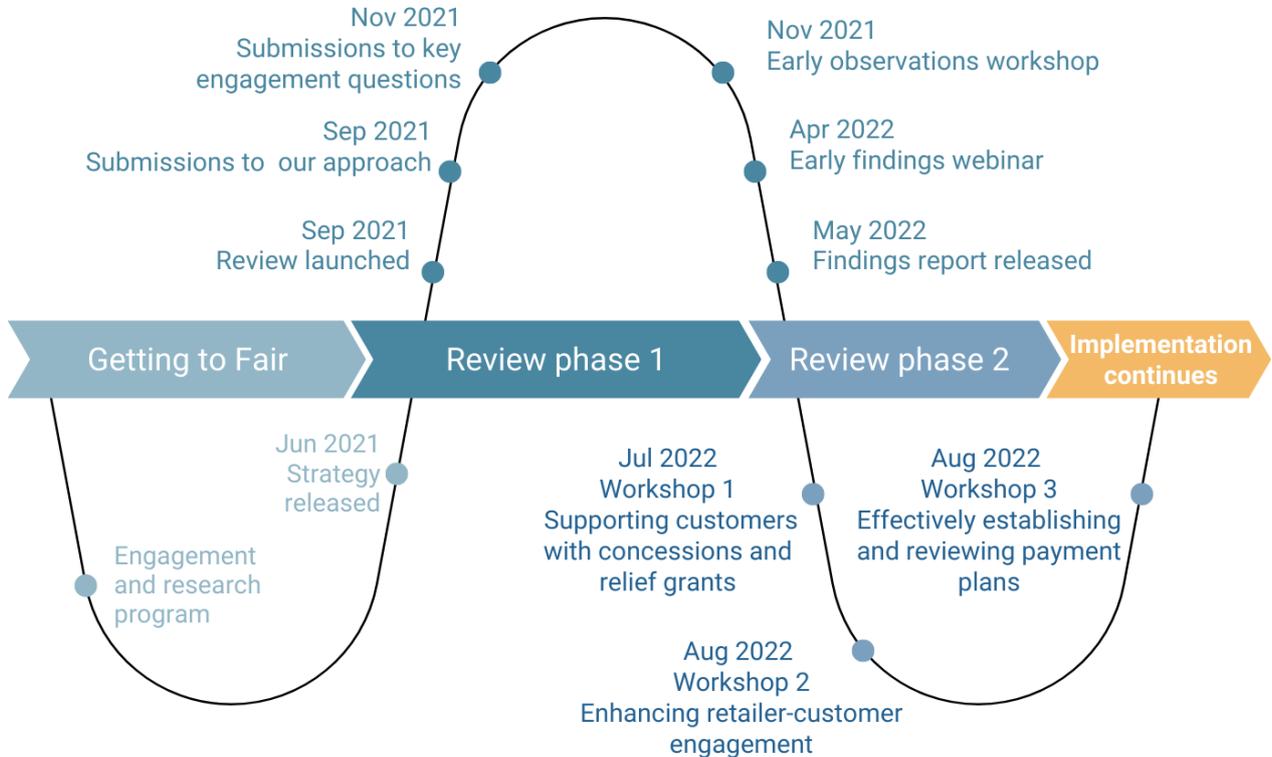
- community and consumer representatives
- energy consumers
- energy retailers
- government agencies
- the Energy and Water Ombudsman.

Key engagement facts



During phase 1 we analysed insights, information, data and engagement feedback to produce our Findings Report. In phase 2 we delivered a series of better practice workshops to facilitate discussions about practical approaches to support customers under the framework.

Review timeline and key engagement milestones



Each stage of our engagement built upon what we heard in the previous stage, as shown in the following diagram.



Further information about each of these stages of the project can be found on our [website](#).