

## Victorian Default Offer 2026–27

**Submission received via Engage Victoria on our Request for Comment paper on the 2026–27 Victorian Default Offer**

**Submission prepared by:**



**Organisation:**

N/A

**I have read and agree to the above submissions and privacy collection statement.**

Yes

**Please confirm the option which applies to your submission:**

I agree to my submission (other than the information I have identified as confidential or commercially sensitive (if relevant)) being published, but please do not publish my name.

**Date submitted:**

20 November 2025

*General Matters*

**Are there matters that you would like to raise, including methodological approaches to other cost components not mentioned in this paper?**

The rates that we are charged and receive as customers / suppliers to the retailers is ridiculous, use as much electricity generated by my solar panels during the day & also topping up our battery, over the past 4 months I have generated and put back into the network 1,012.03 kWh, and have been reimbursed the grand total of \$3.43, so when you look at the rates retailers reimburse you then the rates they charge per kWh sold it's just doesn't stack up. The other point I would like to raise, when smart metres were forced on consumers one of the points it would allow the charge per kWh to be monitored ie peak & off peak etc, peak was set hrs Monday to Friday and off peak other times including all day Saturday & Sunday, this was changed then the ability to change from flat rate per kWh to TOU rates was changed that the customer couldn't change between these 2 type of options easily or couldn't go back. There are to many retailers in Victoria what some 30 odd plus, there costs ie advertising, deals and operating costs inflate the overall costs to consumers.

Look at the rates retailers reimburse pay for consumers generating into the network in my case 4 to 9pm .03000, 10am to 2pm zero, 9 to 10am then 2 to 4pm .0100.

### *Network costs*

**Given the objective of the Victorian Default Offer is to provide a simple, trusted and reasonably priced electricity option that safeguards consumers unable or unwilling to engage in the electricity retail market, do you foresee any difficulties in transitioning from a two-period to three-period time of use (ToU) tariff? And if not, is continuing our pass-through appropriate or are there other approaches we should consider?**

We used to have a 3 tiered TOU tariffs but these were all but eliminated to a 2 tiered peak & off peak, why was useage changed for Saturday & Sunday to peak hrs the same as Monday to Friday Just more profit and more useage by consumers during the week as there is no savings leaving useage on weekends.

### *Free power period tariff*

**What are your views on the suitability of a regulated residential tariff with a free power period in Victoria?**

Agree if customers who generate kWh into the network in are fairly compensated as we paid for our solar panels & also batteries and certainly aren't being fairly treated at the moment.

**Are there additional safeguards - such as eligibility requirements - that should be implemented before a customer could opt-in to such a product?**

Were this free kWh coming from us who are putting it into the network are the distributors going to be paid to manage this & us customers short changed again ?

### *Other costs*

**Do you support our proposed approach to pass through the Australian Energy Market Operator's recently introduced 'Cyber Security & Resilience' fee and if implemented, the updated National Electricity Market Participant fee structure? If not, why, and what alternative approach should we consider?**

As long as consumers costs aren't increased