

Energy payment difficulty framework review

Engage Victoria submission

Between 2 and 19 September 2021 we received submissions to our questions about the approach we proposed to take for this review. These questions are highlighted in blue.

Submission written by: Telstra

Date submitted: 02 September 2021

1. How would you like to participate in the review?

Attend focused workshops	<input checked="" type="checkbox"/>
Participate in one-on-one interview(s)	<input type="checkbox"/>
Have a discussion with the project team	<input type="checkbox"/>
Provide a written submission	<input checked="" type="checkbox"/>
Other / comments	

2. What have you observed about the experience of customers in payment difficulty in the last two to three years?

No response supplied.

3. We have access to existing data, customer insights, and publicly available case-studies relating to the framework. Is there any other data, insights or research we should also consider?

No response supplied.

4. Are our key review questions appropriate for the review?

Yes