

Technical consultation on the Victorian energy fact sheet

ESC draft decision

12 March 2019



Outline

- Our draft decision
- Changes to the Energy Retail Code
- Process and timings

Our draft decision

- As set out in our December 2018 draft decision, our proposals are largely aligned with the national framework
- Key proposals:
 - Victorian energy fact sheets must be available for all plans for small consumers (generally available + restricted)
 - Fact sheets will be generated by information retailers upload to the Victorian Retailer Portal (as per current processes relating to upload of tariff information)
 - Design of fact sheet largely mirrors national framework, with some adjustments (e.g. to mirror VEC website language)

Our draft decision

- Key proposals (cont):
 - Fact sheets must be available within two business days of plans becoming available to customers
 - Requirements for how fact sheets are made available to customers differ for generally available and restricted plans

Changes to the Energy Retail Code

- Removing PPIS and offer summary requirements
 - Clauses 15B-15F and schedule 5 of division 2A
- Retaining requirements to:
 - publish standing offers online (clause 15A)
 - maintain links between retailer websites and VEC (clause 15B(4))
 - enable retailers to publish standing offers using fact sheet format rather than schedule 4 (clause 15D(2))
- Introducing new division 5 in part 2A of the Code

Division 5 in part 2A

Customers entitled to access information on the features and prices of energy plans

70U Requirement

70V Objective

“to provide small customers with a mechanism to consider and compare the features and prices of different energy plans so as to assist the small customer to assess the suitability of, and select, a customer retail contract”

70W Application of this division (exemption for exempt sellers)

70X Requirement to provide information via the Victorian Retailer Portal website and obtain an energy fact sheet

Division 5 in part 2A

70Y Retailers to make energy fact sheets accessible to relevant customers

- (1)-(2): making fact sheets available within two business days of a plan being available to customers
- (3)-(5): making fact sheets for generally available plans available to consumers
- (6)-(8): requirements when marketing generally available plans
- (9): making fact sheets for restricted plans available to consumers
- (10): providing fact sheets on request
- (11): using the VEC-generated offer ID

Energy Fact Sheet Guidelines

- Largely aligned to AER's Retail Pricing Information Guidelines
- Provide additional detail on code obligations, such as:
 - Information retailers input into the Victorian Retailer Portal website
 - Language requirements
 - Comparison pricing table included on the fact sheet

Process and timings



- DELWP will engage with users of the Victorian Retailer Portal regarding implementation plans and timelines
- We encourage retailers to raise any concerns at an early stage

Contact us



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