

5 February 2019

Essential Services Commission
Level 37, 2 Lonsdale Street
Melbourne, Victoria 3000

Submission by email: RetailEnergyReview@esc.vic.gov.au

Submission - Helping customers engage confidently in the retail energy market

Thank you for the opportunity to provide a submission in response to the Rule Change, Helping customers engage confidently in the retail energy market.

Momentum Energy is a 100% Australian-owned and operated energy retailer. We pride ourselves on competitive pricing, innovation and outstanding customer service. We retail electricity in Victoria, New South Wales, South Australia, Queensland, the ACT, and on the Bass Strait Islands. We offer competitive rates to both residential and business customers along with a range of innovative energy products and services. We also retail natural gas to Victorian customers.

Momentum Energy is owned by Hydro Tasmania, Australia's largest producer of renewable energy.

Marketing and Information Disclosure

Momentum welcomes the move by the ESC to streamline the current information disclosure requirements, and to harmonise where possible with the recent changes made by the Australian Energy Regulator (AER) to the Retail Pricing Information Guideline. We support the diversion from the AER to have only one fact sheet, the Victorian Energy Price Fact Sheet acknowledging that information in the Detailed Pricing Information Document is captured elsewhere and avoiding information overload for customers. However, we note that given the level of detail provided in the draft decision, it is pertinent to flesh out how the changes will play out in practice given the different instruments under each jurisdiction and how matters external to retailer processes are managed.

We welcome the opportunity to further consult on this matter in the near future and highlight that implementation timeframes should appropriately reflect this, given the significant regulatory changes occurring on July 1.

Estimated Meter Reads

Momentum supports the decision to extend the NECF self read requirements to Victoria. We stress that processes for this have been set up to conform to this decision so any similar provisions in Victoria, must be identical to avoid duplicated processes.

We also stress that it is the responsibility of the ESC to publicise the fact that this will not apply to customers with AMI meters. A failure to do so will see an increase in calls from customers simply wishing to dispute their bills, and will increase retailer costs to serve.

If you require any further information with regard to these issues, please contact me on

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Yours sincerely

Melissa McAuliffe
Regulatory Advisor
Momentum Energy