

# Priorities for 2022-23

## Compliance and enforcement in energy



### **Wrongful disconnections**

As electricity and gas are essential services, consumers should only ever be disconnected by an energy retailer as a last resort.



### **Explicit informed consent**

Explicit informed consent must be obtained for certain transactions and particularly for new contract formation. We have zero tolerance for unethical or fraudulent conduct.



### **Payment difficulty framework**

Our framework ensures that energy retailers provide assistance to customers who may be experiencing difficulty paying their bills.



### **Best offer messages**

We ensure that retailers are informing customers about whether they are on their best offer when purchasing energy.



### **Embedded networks' fees and charges**

We monitor embedded network operators' fees and charges to ensure that they are accurate and do not exceed the maximum set by the Victorian Default Offer.



### **Guaranteed Service Level compensation payments**

We ensure distributors are compensating consumers when guaranteed service levels are not met.





**Protecting customers  
experiencing  
vulnerability**

Our enduring priority is to help all Victorians access essential services, especially those who are affected by family violence or rely on energy for life support.