



2019 Victorian energy open forum

Engaging to deliver better
energy outcomes

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#VicEnergyForum19



Compliance performance and reporting guideline and data reporting

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New reforms introduced on 1 July 2019

- 1. Victorian Default Offer** – since 1 July 2019, every Victorian household and small business (with the exception of embedded network customers) can ask for a default offer from their electricity retailer
- 2. Best Offer** – include on bill whether customer is on the best energy plan and how much they could save by switching – at least every four months
- 3. Prior warning of bill changes** – for prices and changes to benefits - at least five days prior to price or benefit changes
- 4. Customer read estimates** – customer can request an adjustment to their bill by submitting a self-read of their meter read prior to the bill date due

New reforms introduced on 1 July 2019

Possible new performance indicators, in relation to bills and marketing, from the Victorian Government's recommendations on the retail energy market include:

1) Victorian Default Offer
– the number of accounts for residential and small business

2) Best Offer – the number of bills issued with a message of 'not being on retailer's best offer'

3) Prior warning of bill changes – the number of notices issued

4) Customer read estimates – the number of self-reported meter reads

New reforms introduced on 1 July 2019

For discussion:

1. Given the new reforms' objectives, do these new measures make sense?
2. How would you measure whether the new reforms have resulted in better outcomes for customers? Are there any other measures we should be considering?

Clarifying existing performance indicators

Measure	Current description	Proposed description
Customers vs accounts	Most measures at customer level	Separate measures for customer and account
Arrears	Amount outstanding greater than \$55	Total amount owing as at reporting date
Tailored Assistance	\$55 threshold	Remove the \$55 threshold
Tailored Assistance - duration	Since commencement	Since 10 October 2017 (*)

(*) date of final decision for payment difficulties framework

Activity – Topic 2 – Amended measures

1. Discuss the intent of the measure.
2. Does the clarified definition better align with the intent of the measure?
3. Does the measure reasonably reflect customer experience? Are there other ways you could measure these?

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