



Supporting residential energy customers through the pandemic

Workshop

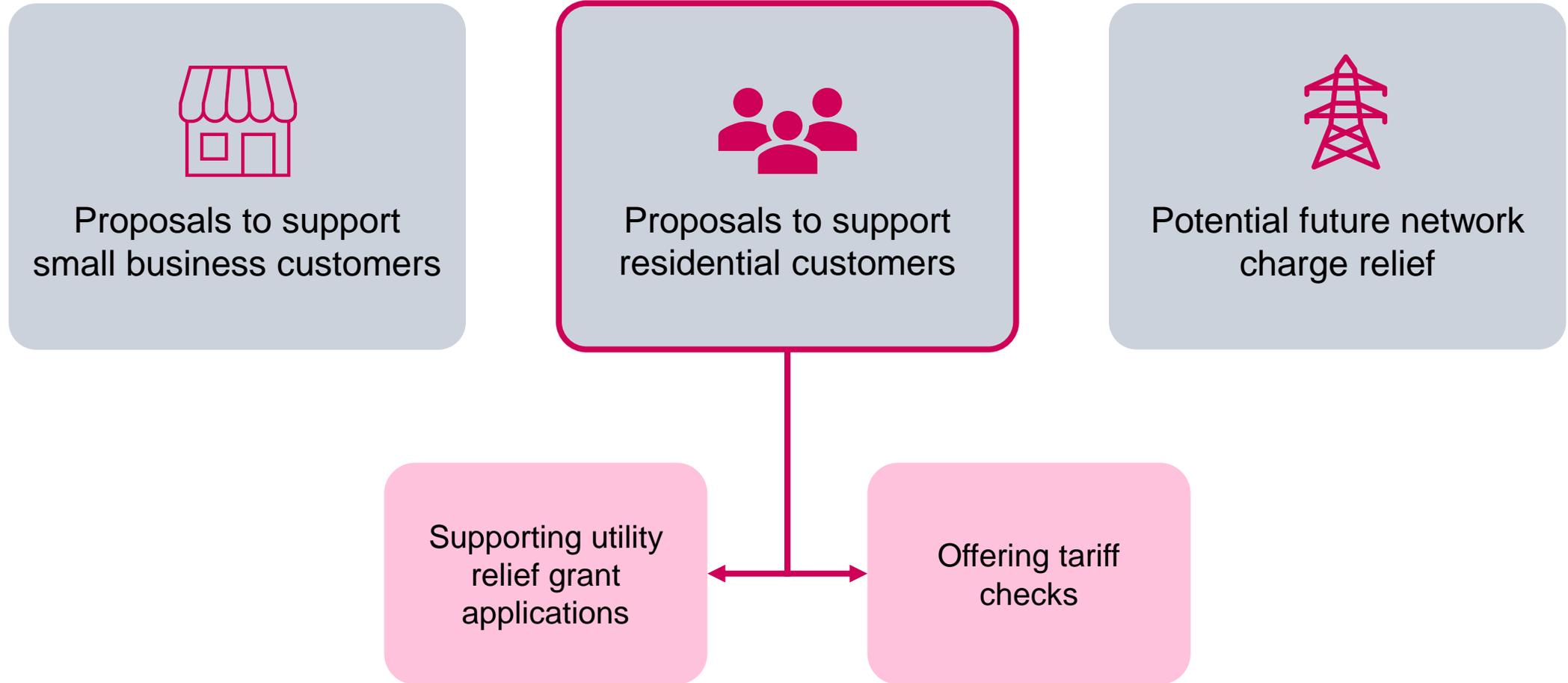
7 July 2020



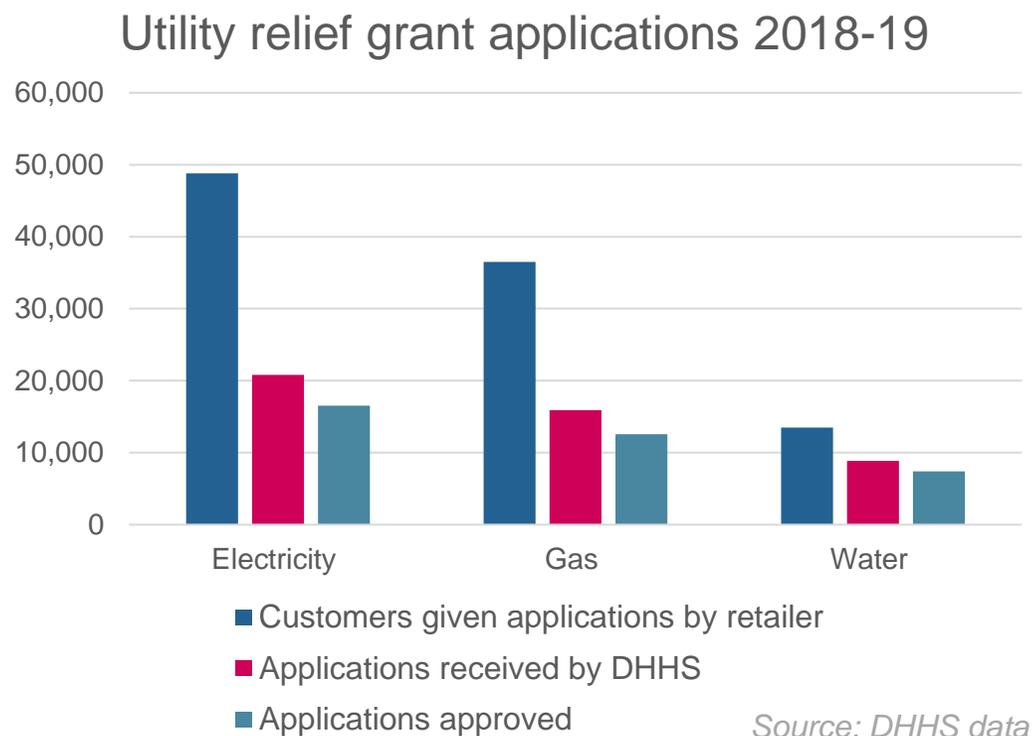
Agenda

- Welcome (Aaron Yuen)
- Overview of proposals
- Supporting utility relief grant applications
- Offering tariff check
- Next steps and close

Overview of proposals



Supporting utility relief grant applications



- We are proposing to require retailers to support residential customers in completing utility relief grant application forms, including by submitting forms online on behalf of the customer where possible and the customer consents.
- We propose that this will be an ongoing requirement, starting from 1 October 2020.

Questions for discussion

- What are the benefits/opportunities of this proposal?
- What operational challenges might there be?

Offering tariff checks

- We are proposing to require retailers to conduct a tariff check for all residential customers receiving tailored assistance, not just those who cannot afford the ongoing cost of their energy.
- We propose that this will be a temporary requirement in effect for six months from 1 October 2020.

Questions for discussion

- What are the benefits/opportunities of this proposal?
- What operational challenges might there be?

Next steps

- We will publish a recording of this session and these slides on our website. We will also publish a summary of the conversation during this session alongside other consultation responses
- Written submissions should be made via [Engage Victoria](#) by 5pm on 14 July 2020
- Please contact the team on energyreform@esc.vic.gov.au for questions or to arrange a one-on-one meeting