

Essential News

Latest news from the Essential Services Commission
December 2023

Welcome to Essential News, our regular update on key decisions, releases and events from the Essential Services Commission.

Court proceedings commenced against energy retailers Origin and Sumo for allegedly breaching energy rules

We have commenced civil penalty proceedings against Origin for alleged multiple failures to meet obligations under the life support and payment difficulty frameworks.

[Read our media release →](#)

We have also commenced civil penalty proceedings against Sumo for allegedly engaging in unlawful door-to-door marketing of energy contracts and signing up customers without 'explicit informed consent'.

[Read our media release →](#)



Water performance report 2022-23

Our latest report shows that water businesses are performing well and have maintained a strong focus on supporting their customers and community. Customer bills remained relatively steady, but more customers sought and received help for financial hardship in 2022-23.

[Read our report →](#)

CitiPower Pty Ltd penalty notices 2023

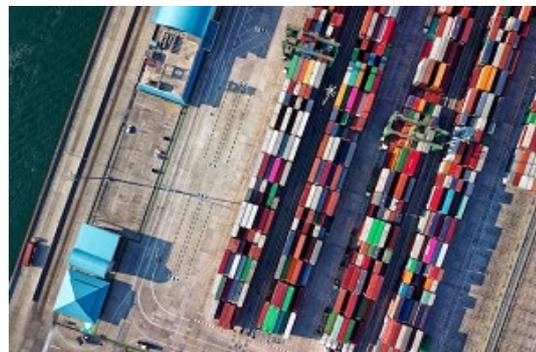
CitiPower Pty Ltd paid \$406,824 in penalties after allegedly failing to notify 43 customers of two separate planned power interruptions in Brunswick and Carlton between January and March 2023. One of the affected customers was a registered user of life support equipment.

[Find out more →](#)

Commentary on the Port of Melbourne's tariff compliance statement

We recently published our interim commentary on the Port of Melbourne's tariff compliance statement for prices that it will charge for prescribed services. Our preliminary views outline information the port should supply in future tariff compliance statements to facilitate our next five-yearly compliance review.

[Read our commentary →](#)





Getting a better energy offer

Energy companies must tell you how much you could save by switching to the best energy plan they offer. You'll see 'best offer' information on your electricity and gas bills at least once every four months.

The 'best energy offer' is based on how much energy a customer has used over the past year and may be less than the independently set Victorian Default Offer.

There are simple ways for you to get a better energy offer and save money on your energy bills:

💡 Are you on your energy company's best offer? Find out today by calling your retailer, going online or look for the "could you save money on another plan" box on your energy bill.

💡 Already on your energy company's best offer? Visit the independent [Victorian Energy Compare](#) website to compare offers and find a better deal for you.

💡 Having trouble paying your household energy bills? Talk to your energy company to access tailored payment assistance, and advice about hardship programs, utility relief grants and other concessions.

💡 Got a problem with your energy company that you have not been able to resolve directly? Contact the [Energy and Water Ombudsman Victoria](#) on 1800 500 509. Learn more about your energy rights and the support available to you →



Getting a better energy offer

How to check if you're on your energy company's best offer for you

October 2023

Happy Holidays!

As 2023 draws to a close, we want to thank you, our stakeholders, for your ongoing contributions to our regulatory work. We look forward to achieving new milestones with you in the new year.

Wishing everyone a safe and happy holiday season!

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