

Essential News

Latest news from the Essential Services Commission
October 2023

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

2024 taxi fare review commences with release of consultation paper

We have released our [consultation paper](#) on our proposed approaches to setting the maximum unbooked taxi fares and non-cash payment surcharges.

Stakeholders including people who use taxis, drive taxis and own taxis, can review our consultation paper and submit feedback through [Engage Victoria](#) until 15 December 2023.

[Have your say →](#)

Have your say on the Goulburn-Murray Water price review

We are seeking stakeholder feedback on how much Goulburn-Murray Water is proposing to charge its customers for water services over the next 4 years.

In the pricing submission, Goulburn-Murray Water proposes a decrease in the typical gravity irrigation customer bill and the typical regulated diverters bills over the 4-year period, before inflation. Unregulated diverters, and pumped irrigation customers may see higher typical bill increases before inflation.

Initial consultation closes Friday 15 December 2023.

[Have your say →](#)

AGL paid penalties after allegedly miscalculating mandatory customer 'best offer' energy plan information

AGL Sales Pty Ltd (AGL) paid a total of \$799,656 in penalties after allegedly failing to calculate its 'deemed best offer check' in line with the prescribed formula for 22 customers over the period March to June 2022.

[AGL paid \\$73,958 in penalties earlier in September 2023](#) for a separate enforcement matter relating to an alleged

Consultation open for Greater Western Water price review

We are seeking stakeholder feedback on how much Greater Western Water is proposing to charge its customers for water services over the next 4 years, as part of our [2024 water price review](#).

According to the pricing submission, the typical household bill for Greater Western Water's owner-occupier customers will fall 0.9 per cent below inflation over the next 4 years.

Initial consultation closes Friday 15 December 2023.

[Have your say →](#)

Red Energy paid penalties over alleged breaches of customer 'best offer – could you save money on another plan' rules

Red Energy Pty Ltd (Red Energy) paid \$254,436 in penalties for allegedly communicating incorrect best offer information to 30,982 customers, including customers who were on concessions and payment assistance, over a two-week period in 2022. Red Energy also allegedly failed to provide 15 customers with any best offer information on their bills within prescribed timeframes, over a period of three years (2019-2022).

[Find out more →](#)

Victorian water businesses deliver on promises to customers

We have released our fifth annual water outcomes report which has found Victorian water businesses generally delivered on their promises to customers, despite challenges caused by wetter than average weather and flooding.

[Read our latest report →](#)

Financial Counselling Victoria 2023 Conference

wrongful disconnection of a customer experiencing payment difficulty.

[Find out more →](#)



Essential Services Commission staff with commission chairperson Kate Symons at the Financial Counselling Victoria 2023 Conference.

2023 CONFERENCE

As the premier sponsor of the Financial Counselling Victoria 2023 Conference, commission chairperson Kate Symons highlighted our important allyship with financial counsellors as we develop our understanding of the issues facing consumers experiencing vulnerability.

The conference reaffirmed our commitment to work collaboratively with financial counsellors and other key consumer advocates to break down the barriers to essential services consumers can experience.

[Learn how we are regulating with consumer vulnerability in mind →](#)

[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:

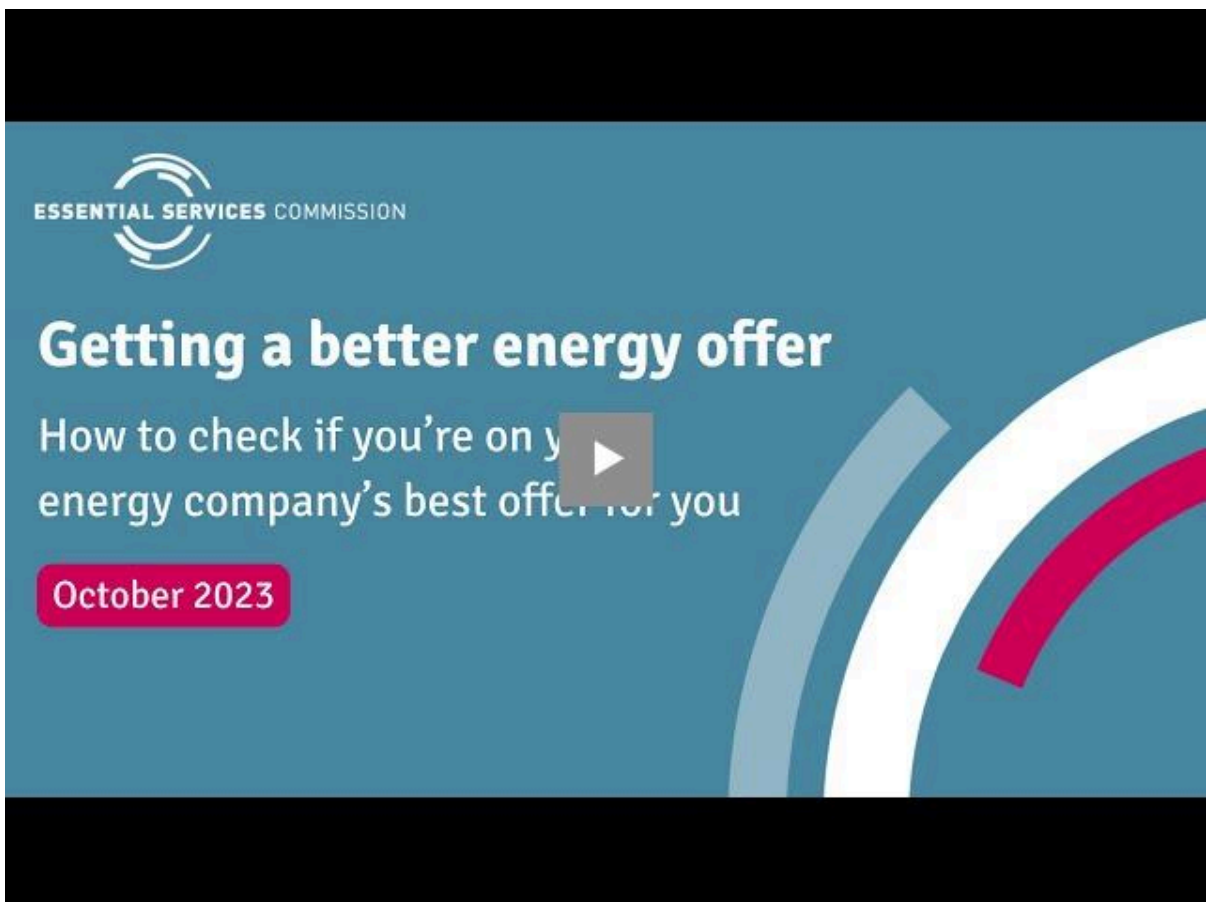
💡 Are you on your energy company's best offer? Find out today by calling your retailer, going online or look for the "could you save money on another plan" box on your energy bill.

💡 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 →](#)



Consultation

We're currently seeking feedback on the following:

- [Revoking the Electricity System Code](#) - consultation closes Thursday 9 November 2023

2023

- [Hawkesdale Asset Pty Ltd - application for electricity generation licence](#) - consultation closes Wednesday 22 November 2023
- [Ryan Corner Development Pty Ltd - application for electricity generation licence](#) - consultation closes Thursday 23 November 2023
- [Ferguson Wind Farm Pty Ltd - application for electricity generation licence](#) - consultation closes Monday 27 November 2023
- [Victorian Default Offer price review 2024-25](#) - consultation closes Thursday 14 December 2023
- [Goulburn-Murray Water price review 2024](#) - consultation closes Friday 15 December 2023
- [Greater Western Water price review 2024](#) - consultation closes Friday 15 December 2023
- [Unbooked taxi fares and non-cash payment surcharge review 2024](#) - consultation closes Friday 15 December 2023

[Visit our consultations page →](#)

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