

21/10/2024

C/24/26448

The Hon Lily D'Ambrosio MP  
Minister for Energy and Resources  
Level 17, 8 Nicholson Street  
East Melbourne, VIC 3002

Dear Minister,

**Re. Victorian energy consumer reforms**

Thank you for your letter on the Victorian response to the energy consumer reforms proposed by the Energy and Climate Change Ministerial Council (ECMC) on 19 July 2024.

The commission will consider the ECMC rule change proposals as part of our review of the Energy Retail Code of Practice. To do so, we will divide our review into two stages.

**Approach and timing of our review**

The first stage will focus on the ECMC rule change proposals. We are also proposing to consult on a requirement for energy bills to have the contact details of the Energy and Water Ombudsman Victoria as part of this first stage. These proposals will be subject to a Regulatory Impact Statement which we expect to release for consultation in the first quarter of next year. We expect to make a final decision for this first stage by June 2025.

The second stage of our review of the Energy Retail Code of Practice will address other issues raised in response to the issues paper we published in June. We will consider topics such as updating family violence protections, improving our Payment Difficulty Framework, and enhancing protections for embedded network customers, among other potential updates to our code of practice. These changes will be subject to a second Regulatory Impact Statement, which we expect to publish in the third quarter of next year. We expect to make a final decision for the second stage of our review by early 2026.

## OFFICIAL

### Consultation paper

Please find attached our *Energy Consumer Reforms: Discussion paper* that will inform further engagement through public forums, workshops and meetings with stakeholders.

If you have any questions regarding this letter and the attached paper, please do not hesitate to contact Nathan Zhivov, Executive Director, Energy at [REDACTED]

Yours sincerely

[REDACTED]

**Gerard Brody**  
Chairperson

