

# Recommendation 3F-H of the Retail Market Review

ESC Final Decision

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# Agenda

- Recap of decision
- Changes since draft decision

# Recap of decisions

## New customer entitlements

1. **Best offer** (rec 3G) – customers entitled to information (via the bill) on whether their retailer has a cheaper offer
2. **Bill change notice** (rec 3F) – customers entitled to prior notice to when prices or benefits change
3. **Clear advice entitlement** – customers entitled to help from their retailer to find the deal that suits them

Plus a fourth change:

- **GST-inclusive prices** (rec 3H) – All prices and bills to be quoted with GST

# Changes since draft decision

## **Best offer**

- plans requiring paid affiliation have been excluded from those the retailer must consider when identifying the best offer
- the wording of the best offer message has been amended (also clarified retailer's express entitlement to disclaim)
- the minimum validity period for offers that appear on bills has been removed
- the requirement to issue 'best offer' bills at certain times of year has been removed
- the frequency at which 'best offer' messages appear on bills has been changed to at least every 3 months (electricity) and every 4 months (gas)
- the scope of the best offer requirement has been changed to exclude multisite customers
- application to bill summaries has been clarified
- transitional arrangements

# Changes since draft decision

## **Clear advice entitlement**

- Clarified which terms and conditions are captured
- the level of prescription around how retailer incorporates knowledge of the customer has been reduced
- the legal link between the clear advice entitlement and explicit informed consent has been removed

## **Bill change notice**

- the information that appears on the bill change notice has been clarified
- exemptions to the rule have been modified in line with AEMC final determination on price change notices

## **Other**

- code drafting streamlined

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