

Victorian Default Offer 2021

Submission received via Engage Victoria on our draft decision on Victorian Default Offer 2021

Date submitted: 29 September 2020

Submission prepared by: Anonymous

Do you have any comments on the commission's consultation paper?

My energy provider, (which supplies the building), has used this guidance to outline a 10% increase in supply costs. While it appears simpler than the system of tiered pricing, my supplier is giving me information to say that this will be higher than the highest old rate.

The original email they sent to notify us had the wrong details for everyone, resulting in a massive breach of privacy (name, supply address, and customer number). Both emails directed us toward the government in the first instance, unlike every other email about my service in the last 6 years. I feel that this has all been done as some childish protest.

I don't understand all the changes that are happening or the goals of the Victorian Default Offer pricing, but I trust the government is looking to get fair outcomes for everyone. If I take the information my provider is giving me, this looks like a flat price hike without the ability for negotiation.