# Victorian Default Offer 2024-25

## Submission received via Engage Victoria on our consultation paper on Victorian Default Offer 2024-25

### Submission prepared by:

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### Organisation (if applicable):

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### Please confirm which one of the following applies to your submission.

I agree to my submission (other than the information I have identified as confidential or commercially sensitive (if relevant)), and my name being published.

### Date submitted:

13 November 2023

**What new instruments and strategies are electricity retailers in Victoria using to manage peak wholesale price risk instead of peak swap contracts?**

App to show energy usage my information pamphlet and explain the price of electrical and ways to save incentive to pay on time also

**What alternative approaches to setting the retail operating margin should we consider?**

Personal finance and accounting as well as ownership of the property or tenant

**How would these approaches better meet the requirements and objectives of the Victorian default offer legislative framework compared to our current approach?**

They provide preintervention before the issue is resolved and helps with customers complaint and dispute also provide any information of help from government schemes or concession and ask for consession as well as payment plan and Online/over phone support

**How would interested stakeholders replicate the results of these approaches?**

Make a guide explaining policy and procedures as well as framework with online support and training for a fee to improve training and development for stakeholders explain the situation framework and check knowledge with trading and online quiz with the option of assistance for future if still unsure

**How would the commission collect the information required to undertake these approaches?**

Survey,test group, broad voting and customer satisfaction check and opportunities for feedback so that any issues can be resolved or changd depending on circumstances, review old method next to current and check if you can see adequate improvement worth implementing with auditing , reviews and updates being applied to ensure fair terms for each party