Your Energy, Your Savings

Understanding Victoria's energy transition and how you can benefit

VICTORIA State Government | Energy, Environment and Climate Action

Introduction

Energy powers almost every part of our daily lives – from work and learning to travel and leisure. With a flick of a switch, we have light, heat, communication, and more.

Understanding Victoria's energy transition

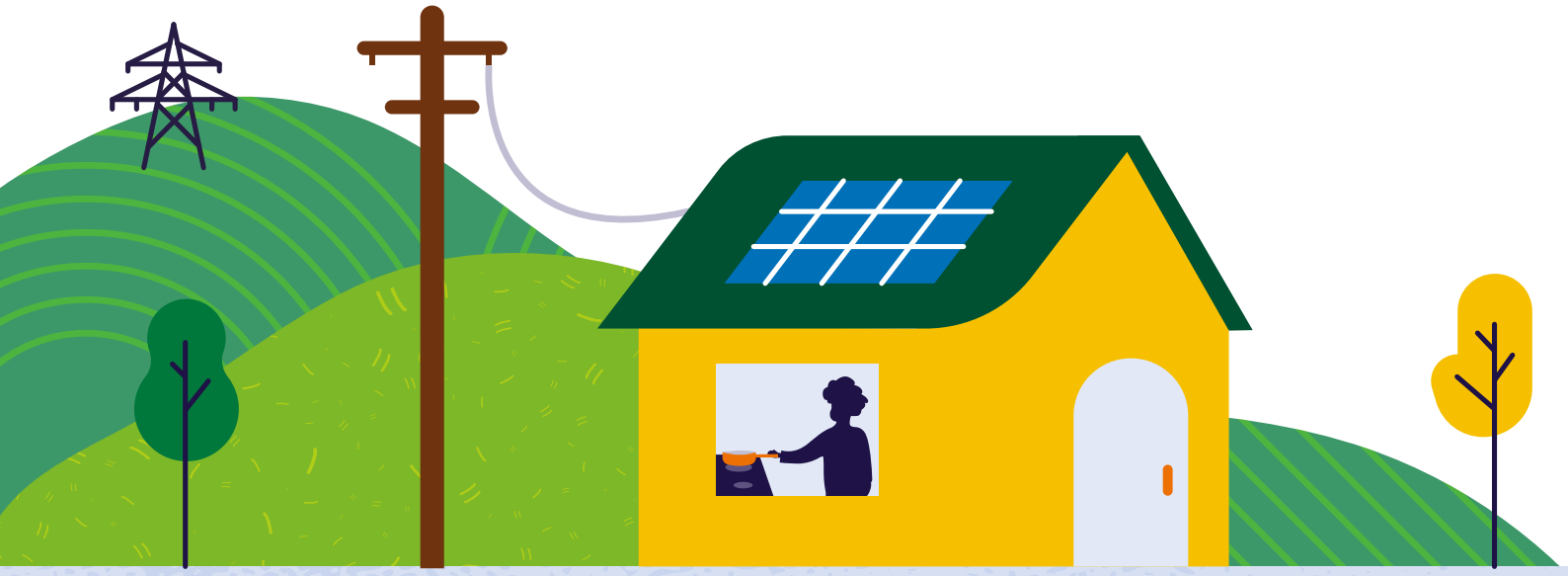
Victoria is modernising its energy system to secure a renewable, more sustainable future for generations to come. This shift is necessary: coal-fired power stations are ageing, gas supplies are declining, and climate change is increasing the severity of extreme weather. Building a resilient, low-emissions energy system is essential for Victoria's future.

We must transform how energy is produced and used, while upgrading existing infrastructure and building new assets. This will ensure Victoria has a modern, resilient system that can meet the needs of a growing population and a changing climate.

In August 2024 we released *Cleaner, Cheaper, Renewable: Our Plan for Victoria's Electricity Future,* which lays out Victoria's vision for our electricity system.

We have now developed *Your Energy, Your Savings* to help households understand Victoria's energy transition – what's changing, why it matters, and how you can participate and benefit.

It outlines the cost-of-living support and economic opportunities available, explains how our energy mix is changing, and highlights the consumer protections in place to keep households safe and informed.



To deliver affordable, fair and reliable outcomes for all Victorians, we are:

Empowering households to lower energy bills

Victoria has some of the lowest wholesale electricity prices in Australia, and prices are expected to stay low as more renewable energy comes online.

For households that choose to electrify, government rebates and discounts on efficient electric appliances and rooftop solar can help save thousands of dollars on energy bills each year.

We're giving Victorian households the tools and support they need to be part of the energy transition – helping people take control of their energy use, cut costs, and benefit from a renewable, more reliable system.

Enabling the renewables big build

Over the next decade, retiring coal-fired power will be replaced by renewable generation from abundant Victorian resources, including:

- household rooftop solar
- largescale solar
- onshore and offshore wind.

These are the cheapest forms of electricity to build and operate, and they require no fuel. Expanding renewable generation and storage is essential to ensuring Victoria's energy system remains affordable, reliable, safe and sustainable.

Managing the transition away from fossil fuels

Moving away from fossil fuels is vital for protecting people's health and reducing the impacts of climate change. Extreme weather events are estimated to cost Victoria around $2.7 billion a year. Without action to reduce emissions and adapt critical infrastructure, costs could rise towards $1 trillion by 2100[1].

We're working to deliver better energy outcomes for all Victorians, particularly communities most vulnerable to power outages. This includes helping people build resilience to extreme weather and strengthening how electricity networks plan for and invest in managing more frequent extreme weather.

Creating jobs, skills and supply chains

A successful energy transition requires a skilled, well-trained workforce. Programs such as Victorian Energy Upgrades (VEU), Solar Homes and the return of SEC are driving investment, reducing emissions and building a strong renewable energy workforce.

Since VEU (2007) and Solar Homes (2018) began, they have developed a highly skilled, fully accredited workforce – critical to ensuring programs remain effective and importantly, safe. SEC is working to attract and build the renewable energy workforce our energy transition needs and is creating hundreds of jobs through its investments.

1 Infrastructure Victoria (2024) *Weathering the Storm: Adapting Victoria's infrastructure to climate change*

How you can benefit

Victorians are already experiencing the advantages of renewable energy. By 2026, more than one-third of homes have installed rooftop solar, helping save hundreds of dollars each year. Solar panels and home batteries are providing households and communities with:

- **Lower energy bills** – renewable energy reduces demand on the grid and helps keep costs down for everyone.
- **Better control for homes and communities** – solar and batteries can put the power back into the hands of homes and communities.
- **A more reliable energy system** – renewables help reduce our reliance on gas and prepare for the retirement of increasingly unreliable coal-fired power generation.

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.

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Accessibility

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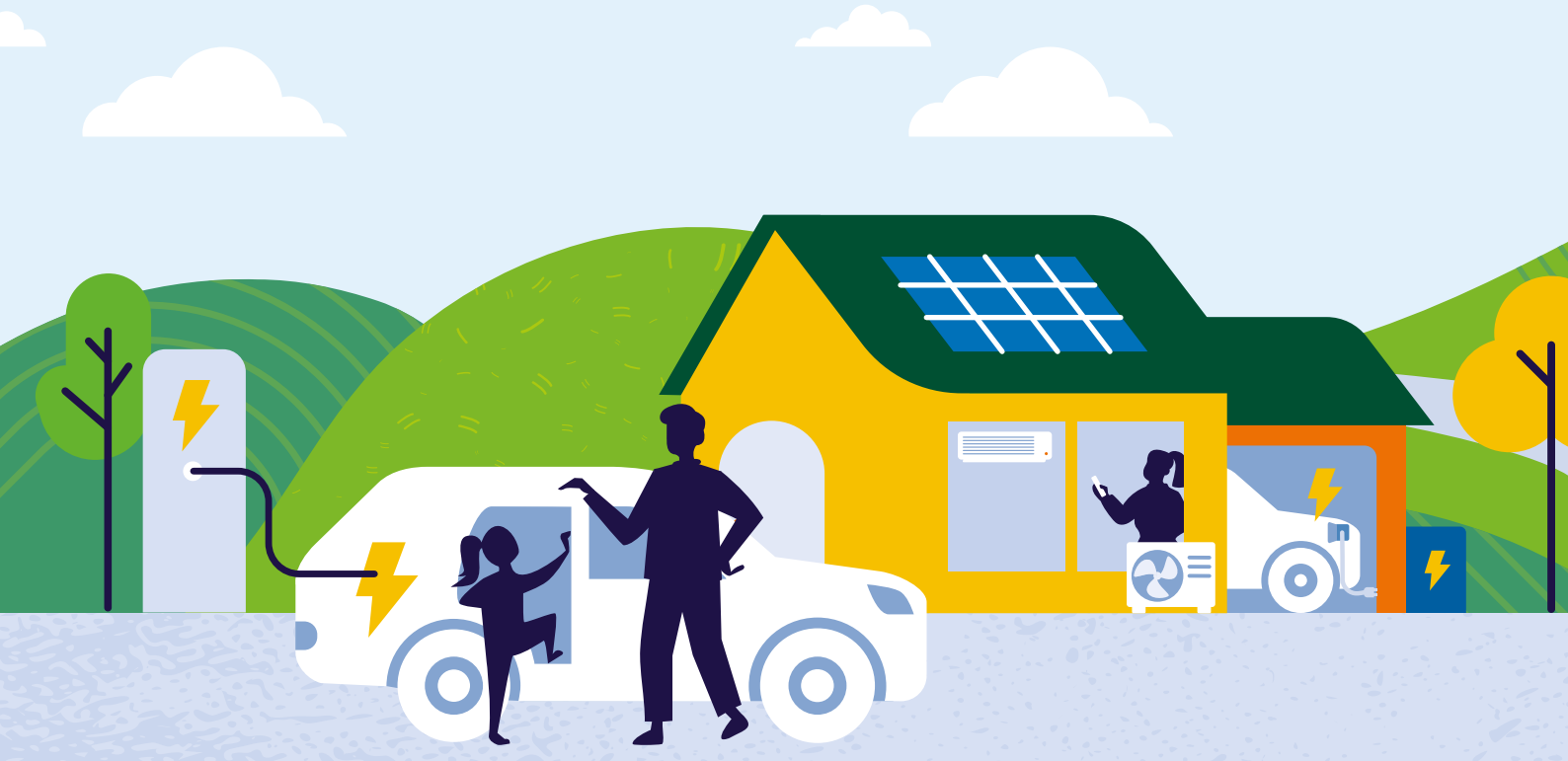
Our focus

Helping you pay less for energy – reducing cost pressures through targeted energy support programs and services.



Helping you lower your energy bills

We want to give people the knowledge and tools to confidently navigate the energy market, understand what drives prices, and know what support is available. This information will help you stay in control of your energy – and avoid paying more than you should.

The following section highlights the programs and support options that can help you reduce your energy costs and access help when you most need it.

Understanding energy prices

Victoria's electricity market gives you the freedom to choose your energy retailer, while ensuring strong rules are in place to protect customers and keep prices fair. This means that licensed electricity companies can:

- enter and compete in the Victorian energy retail market
- set their own tariff rates and market offers.

To make it easier for households to compare prices, all energy retailers are required to offer a basic, standard plan that aligns with a reference price. In Victoria, this is known as the Victorian Default Offer (VDO).

Did you know – retail energy prices are set by private companies, not by government. There are over 30 retailers in Victoria to choose from.

Visit compare.energy.vic.gov.au to compare energy plans today.

What's a market offer?

A market offer is a plan from an energy retailer with specific prices and often includes discounts or rewards to attract customers, as shown on comparison sites.

Networks and prices

Electricity network prices are the charges that cover the cost of maintaining the poles and wires that distribute electricity across Victoria. These prices vary across Victoria depending on which distribution network zone you live in (for example, AusNet, CitiPower, Jemena, Powecor, United Energy – see map below). Each year the Essential Services Commission (ESC) includes these network charges as part of the Victorian Default Offer (VDO).

For 2026–2031:

- daily supply charges range from around $1.19 (United Energy) to $1.38 (Powercor)
- usage charges vary depending on your tariff (flat/time-of-use).

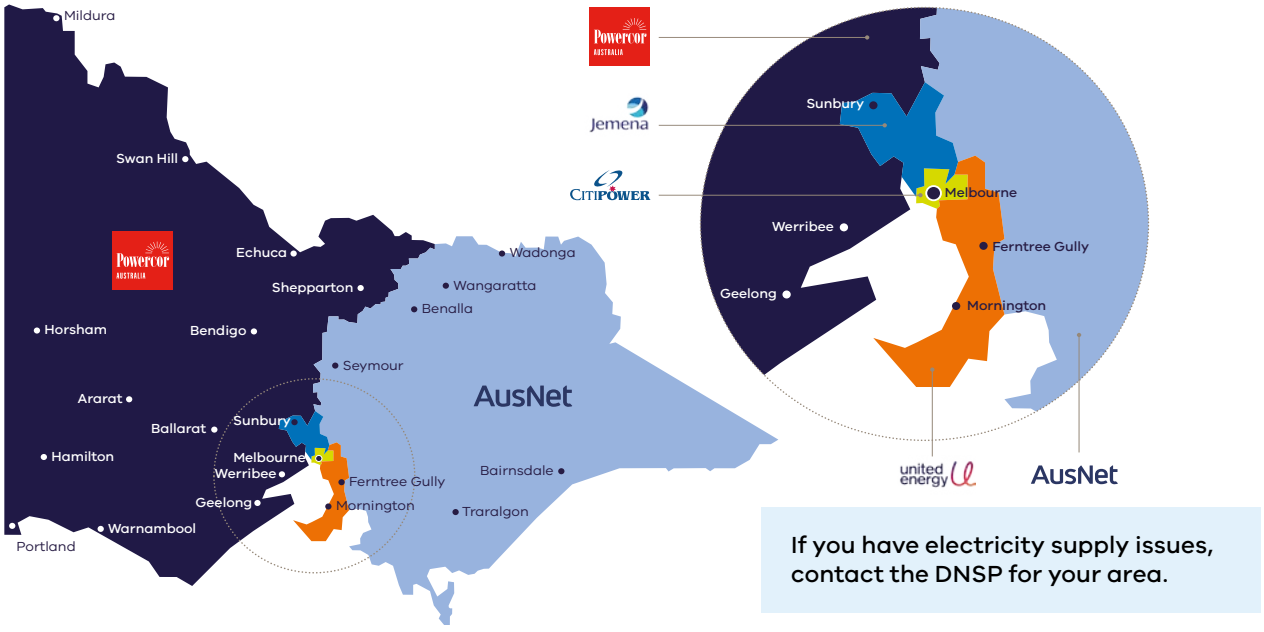
Record low prices for Victorians

Victoria has some of the cheapest power in the country. Our estimated household power bills are lower when averaged across a 12-month period. Australian Energy Regulator data shows that the average Victorian household electricity bill (estimated based on the median available market offer) is consistently the lowest in the National Energy Market.

As of March 2026, the annual median bill for households in Victoria was lower than all other jurisdictions in the NEM, except for Tasmania.[2]

2 Source: AER Consumer Data Right and Victorian Energy Compare portal for raw offer data. DEECA analysis.

Distribution Network Service Providers (DNSP)



If you have electricity supply issues, contact the DNSP for your area.

Victorian electricity prices under the VDO

What is the VDO?

The VDO stands for Victorian Default Offer (VDO). The VDO is a reasonable electricity price set by Victoria's independent energy regulator, the Essential Services Commission (ESC). All retailers are required to offer the VDO to their customers.

What the VDO does:

- Operates as a trusted safety net for customers unwilling or unable to engage in the energy retail market.
- Is a maximum electricity price for most embedded network customers.
- When advertising other offers, retailers must state how they compare to the VDO. This gives Victorians a benchmark to compare electricity prices when shopping around for a new offer.

Why the VDO is important:

Since the VDO was introduced in 2019, Victorians have continued to pay less for their electricity. The 2026–27 VDO will save households about $254 a year on electricity compared to prices before it was introduced in 2019.

The price for electricity under the VDO will be 5% (or around $84) cheaper in 2026–2027 than in 2025–26.

The 2026–27 VDO saves Victorian's an average of $444 compared to the 2026–27 Default Market Offer (DMO), a similar offer, which applies in South Australia, New South Wales, and south-east Queensland.

When the VDO is set:

VDO and DMO prices are confirmed by regulators at the end of May and these prices run from 1 July to 30 June each year.

Learn more about the VDO: esc.vic.gov.au/electricity-and-gas/prices-tariffs-and-benchmarks/victorian-default-offer

Know how to read your energy bill

Understanding your energy bill can help you spot ways to reduce your energy use and save money. It can also make it easier to compare plans if you're thinking about switching to a better deal.

1 Are you on the best plan?

Every few months your energy retailer will let you know whether you're on their best plan.

The Best Offer Notice will appear on the first page of your bill, usually in a box that says 'could you save money on another plan?'.

If there is a cheaper offer available, your retailer will list the name of the plan and how much you could save annually based on your current usage. All you need to do to get this offer is call your retailer and ask to be moved to the best offer listed on your bill.

To check you are on the best energy offer in the market visit: compare.energy.vic.gov.au

2 Balance and payments

Your account summary tells you how much you need to pay.

If you missed paying all or part of your last energy bill or have an outstanding balance, on your new energy bill the unpaid amount will be listed as:

- 'balance brought forward', or
- 'previous balance'.

3 Energy charges

Your electricity bill is made up of 2 types of charges:

- supply charges
- usage charges.

Supply charges

This is a fixed amount you pay each day for the supply of energy to your property. These include charges for:

- grid connection
- metering
- administration and billing costs
- environmental fees.

Usage charges

Your usage charges are based on how much energy you use, for example cents per kilowatt hour (c/kWh) for electricity or cents per megajoule (c/MJ) for gas. Some energy plans charge different rates at different times of the day. Efficient appliances use less energy and reduce your usage charge, saving you money.

4 Energy concessions available to Victorian concession card holders

Energy concessions available to Victorian concession card holders will be listed as credits on your bill. If you have an eligible concession card and your energy concession is not listed on your bill it means you're not getting it.

See page 12 of this guide for more information on what energy concessions are available in Victoria.

5 Check your energy use

An easy way to understand your energy use is to check the usage graph on your bill for the 'average daily use' figure and see how it compares to the 'same time last year' figure.

6 Accessing help

If you're having trouble paying your energy bills you should contact your retailer. Under Victoria's Payment Difficulty Framework your retailer is required to provide you with support, including to:

- set up a payment plan for an amount you can afford
- delay paying a bill or change how you pay
- access eligible energy concessions and grants.

All you need to do is ask your retailer for help, or if you need assistance call the Energy Assistance Program on 1800 161 215.

Your energy cannot be disconnected if one of the following applies:

- you owe less than $300 to your retailer (this increases to $1,000 from October 2026)
- you are making regular payments on a payment plan
- you have applied for a Utility Relief Grant.

For more information: energy.vic.gov.au/households/help-paying-your-energy-bills/read-your-energy-bill

7 Contacting the Energy and Water Ombudsman (Victoria) (EWOV)

If you need help to resolve an issue with your retailer, you can contact the Energy and Water Ombudsman (Victoria) (EWOV) for independent dispute resolute services. The name and telephone number of the EWOV is on the front page of every bill. You can call 1800 500 509.

Electricity account

Anna Smith
1 High Street
Melbourne VIC 3000

Need to get in touch?

Enquiries and Complaints: 132
Online: electricitycompany.com
Faults or emergencies:
Street light or power failure (24
Distributor AAA: 124 567
7 **Disputes:** Energy and Water Ombudsman (Victoria) 1800 50

Your electricity account

Account number:	456 773
National Metering Identifier (NMI):	12345678910
Service address:	1 High Street Melbourne VIC 3000
Bill issue date:	1 January

Account details

Name:	Anna S
Account number:	456 77
Address:	1 High Melbou

2 Your bill overview

Balance:	$23.4
Amount due:	$181.
Due:	14 Jan

1 Could you save money on another plan?

You can save $150. To switch plans call 132 456.

How to pay

Direct debit
Sign up for Direct Debit at **electricitycompany.com.au** or call **132 456**.

BPAY®
Biller code: **123456**
Ref: **1234 5678 1234 5678 1234**

Mail
Send your chec
reverse of this
Electricity com
Locked bag 123
Melbourne VIC

Visa or Mastercard
Online: **electricitycompany.com.au/pay**
Phone: **132 456**

Centrepay
For eligible individuals: go to **servicesaustralia.gov.au/centrepay** for more information.

Post Billpay®
Make a Post Bi
Pay in-store at
Online: **postbill**
Phone: **131 816**
In person at an
Billpay code 12

PayPal
To pay via PayPal visit: **electricitycompany.com.au/pay**

Plan summary

Your current plan – Light Saver
Your energy rates are below. We'll let you know in advance before they change.

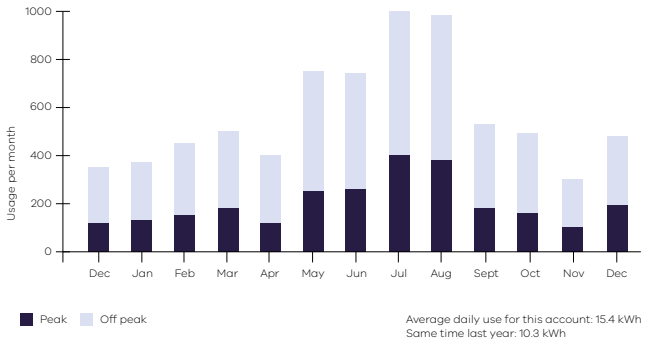
Understanding your bill

Billing period: 1 December to 31 December (31 days). Charges are based on **actual** meter reading.

Energy charges:

Description	Charge Period	Quantity	Unit	Rate		Total
Peak Usage 3:00pm to 9:00pm every day	01 Dec to 31 Dec	194.59	kWh	x 0.41	=	$79.78
Off Peak Usage 9:00pm to 3:00pm every day	01 Dec to 31 Dec	284.706	kWh	x 0.19	=	$54.09
Daily Supply Charge 01 Dec to 31 Dec	31 days x 1.2045				=	$37.34
Electricity charges						**$171.22**
4 Annual Electricity Concession	01 Dec to 31 Dec					$27.41
Total						**$143.80**
GST						$14.38
Total current charges (incl. GST of $11.30)						**$158.18**

5 Check your energy use



Average daily use for this account: 15.4 kWh
Same time last year: 10.3 kWh

6

Need help?

Scan or call **1800 161 215** to get help through the Energy Assistance Program.

Support for people through our energy shift

Cost-of-living challenges are hitting some households hard. If you are experiencing financial hardship or looking to save money on your energy bills, we have a range of supports and services to assist you.

Understanding who may need extra support

When the price of energy goes up, people experiencing financial difficulty can feel additional stress. Financial hardship can affect anyone, often unexpectedly.

Victorians who are older, culturally and linguistically diverse, Aboriginal and Torres Strait Islander, on a single income, and/or have a chronic health condition are more likely to experience energy bill hardship. People are also more likely to need support to overcome barriers so they can save on energy bills. Read on to learn about the Energy Assistance Program (page 10) or visit: energy.vic.gov.au/households/help-paying-your-energy-bills/energy-assistance-program.

Get a better deal with Victorian Energy Compare

Finding the right energy deal shouldn't be confusing or time-consuming.

The Victorian energy market can be complex, with many different prices, discounts and contract terms. This can make it hard to know which energy plan is right for you.

Victorian Energy Compare (VEC) is here to make choosing an energy plan simpler. VEC is Victoria's only free and independent energy price comparison tool, backed by the Victorian Government. The website is easy to use and helps you compare electricity, gas and solar offers available in your area.

By providing reliable and easy-to-understand energy comparisons, VEC plays a crucial role in helping Victorians:

- save money on bills
- make informed choices about energy providers.

Visit compare.energy.vic.gov.au to compare energy plans today.

Did you know – VEC is updated daily with the latest electricity, gas and solar offers from all Victorian energy retailers. Check in regularly to see if there is a better offer for you.

Victorian Midday Power Saver

From 1 October 2026, the Victorian Midday Power Saver will give households three hours of electricity free of charge during the middle of the day. This will help households cut bills and reduce pressure on the grid at busy times, while sharing the benefits of cheap solar from excess production.

The Midday Power Saver will be a regulated tariff available to residential customers who:

1. choose to opt in
2. have a smart meter
3. are customers of a retailer with 1,000 customers or more.

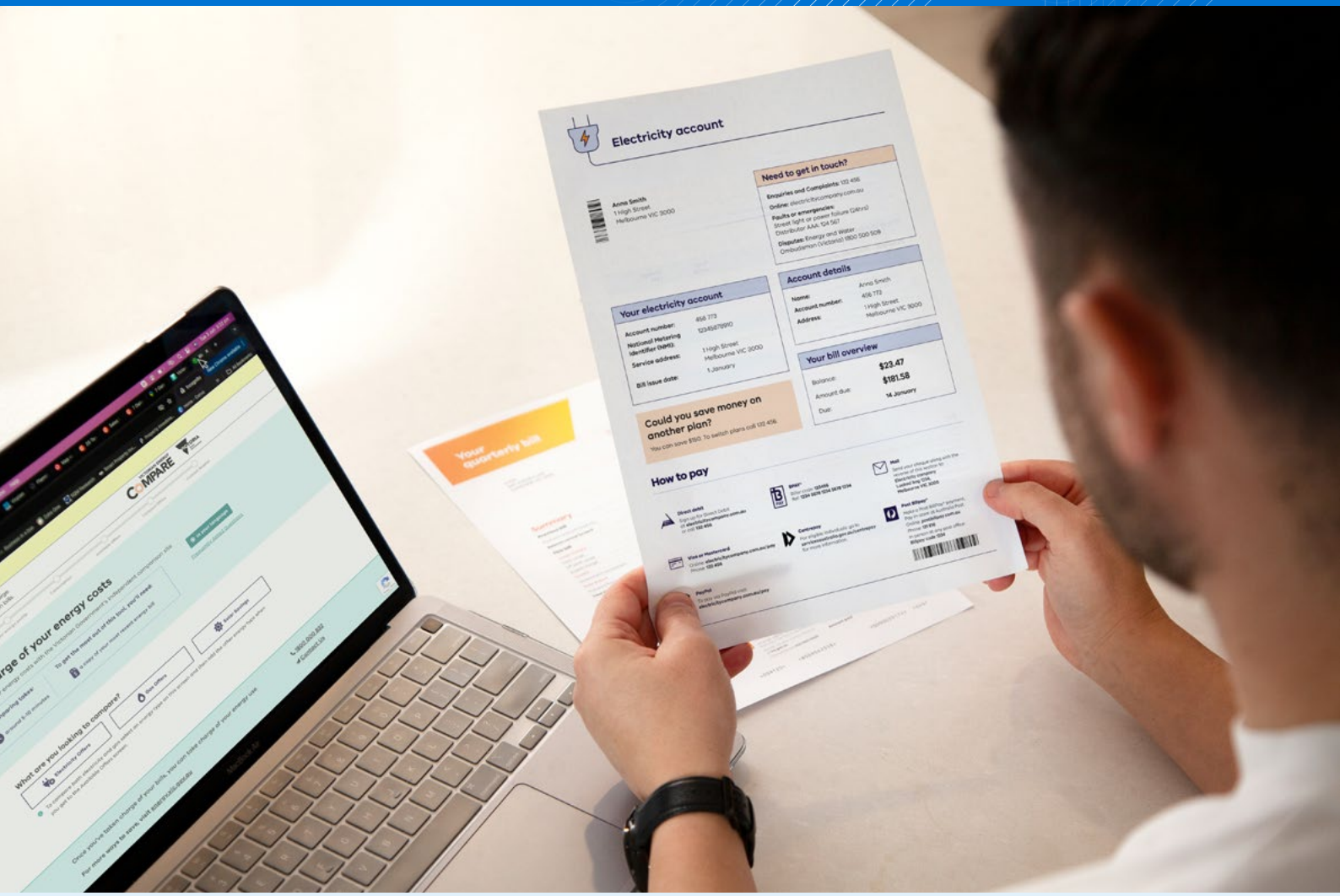
To maximise savings, you need to use your appliances during the three hours when electricity is free of charge.

If you're considering signing up to the Midday Power Saver, your electricity retailer will need to:

- Inform you that the Midday Power Saver may not be suitable in all circumstances and is best suited to customers who can shift 5–30% of their electricity usage. Not shifting usage could result in higher electricity costs and customers may be charged if they exceed the fair use cap.
- Provide information about the cost impact that the new tariff structure may have, including, in so far as possible, an estimate of the dollar impact.
- Inform you about any other plans your retailer reasonably believes may be more suitable for you (based on any relevant information your retailer has regarding your energy usage).

The protections set out in the Essential Service Commission's Energy Retail Code of Practice will apply to the Midday Power Saver. In addition, you will be protected by a cooling off period after signing up and be able to switch off the Midday Power Saver at any time with no exit fees. Customers on the Midday Power Saver will also be able to access support for payment difficulty and are protected if they rely on life support equipment or are affected by family violence.

To find out more about the Midday Power Saver visit: energy.vic.gov.au/households/save-energy-and-money/victorian-midday-power-saver



Energy price protections: helping keep your bills predictable

No one likes surprise price hikes. That's why, since 1 July 2020, Victoria has had strong rules in place to protect households and small businesses from unexpected increases in electricity prices.

Under these rules, energy retailers can only change their prices once a year, and they must clearly tell you when a change is coming and what it means for your bill. For most customers, any price update happens about a month after network costs change (usually around 1 August each year). If you're on a fixed-price contract, your price only changes when your fixed period ends.

A small cohort of gas customers have not engaged in the market for a low-priced offer and are instead on a gas standing offer. Retailers may change the price of a gas standing offer (this is different from a gas market offer) no more than once every six months, and retailers typically vary these prices in January and July each year.

These protections help make energy bills fairer, more transparent, and easier to plan for.

Did you know – retailers must tell you whether you can save money on a better offer:

- every three months for electricity bills
- every four months for gas bills.

Energy retailers:

- can only increase the price of existing fixed-term electricity and gas market contracts once over a 12-month period, by law
- must let you know five business days before changing a price.

Energy Assistance Program

The Energy Assistance Program (EAP) is a free, confidential phone service designed to help Victorians who are struggling with their energy bills. Delivered with community partners, it supports low-income households and anyone finding it hard to keep up with payments.

If you're worried about your energy costs, unsure if you're paying too much, or just need advice, the program offers one-on-one support to help you:

- **Apply for energy concessions** – assistance to ensure concession card holders receive eligible concessions.
- **Find and switch to better energy offers** – support to check your plan and rates to see if you could save money by moving to a better deal.
- **Get back on track with energy bills** – help to reduce energy bill stress including direct assistance with payment plans, Utility Relief Grants and calls with your energy retailer.
- **Understand energy bills and how to save energy at home** – advice on easy, low-cost actions that save energy and money.
- **Contact your energy retailer** – help to speak with your retailer including interpreter support.

In its first three years, the program has helped more than 18,000 Victorians save an estimated $3.6 million on their energy bills.

How to get started

All you need is a recent copy of your electricity and gas bill (if you have gas).

To get help with your energy bills, call **1800 161 215** (Monday – Friday, 9am–5pm, except public holidays)

To find out more visit: energy.vic.gov.au/households/help-paying-your-energy-bills/energy-assistance-program.

Stock photo. Posed by model

Case study: From debt stress to back on track

Maria* was living in public housing on a limited income and was struggling to keep up with her electricity bills. She sought help from the EAP after building up a debt of over $1,000.

> The EAP team member supported Maria to contact her retailer and apply for a Utility Relief Grant, which cleared her debt.

They also identified she was on a more expensive plan and helped switch her to a better offer, saving $221.

During her appointment they discovered that Maria had also been missing out on her energy concession due to a misspelling of her name. With this corrected, the EAP team member made sure Maria's concession was reinstated and backdated for 12 months.

Maria described the support as a big relief, especially with the pressure of payments and threats of disconnection.

*Not her real name.

Energy concessions

If you're an energy account holder and hold a Commonwealth Pensioner Concession Card, Health Care Card, or Veterans' Affairs Gold Card, you can get 17.5% off a portion of your electricity bill and winter gas bill.

Concessions are also available for other utilities including electricity from:

- an embedded network (via the non-mains energy concession)[3]
- the use of life support machines at home
- having a medical condition that affects the body's ability to self-regulate temperature.

For more information on energy concessions available in Victoria and how to access them, visit: services.dffh.vic.gov.au/energy.

You may also be eligible for one or more of the following concessions if you hold an eligible Commonwealth Concession Card:

- **Annual electricity concession:** reduce electricity usage and service costs by 17.5%.
- **Excess electricity concession:** if your annual electricity bill is more than you expected, you may be able to claim a concession.
- **Life support concession:** if you use a life support machine at home, you could be eligible for concessions on your electricity and water bills.
- **Medical cooling concession:** if you or a household member has a medical condition that affects their body's ability to self-regulate temperature, you may be eligible to receive a concession on your electricity bills.
- **Non-mains energy concession:** if you use non-mains energy for heating, cooking and hot water or you access electricity through an embedded network, you can apply for a rebate to help cover yearly energy costs.
- **Winter gas concession:** reduce a portion of winter gas and service costs by 17.5% to help ease the cost of living during the winter months (May to October).
- **Excess gas concession:** if your winter gas bill is more than you expected, you may be able to claim a concession.

3 non-mains' energy means energy sources that are not supplied through the main electricity or gas networks (the grid)

Utility Relief Grant scheme

If you live in a low-income household, or hold an eligible Commonwealth Concession card, and you have an outstanding bill that you are unable to pay due to unexpected financial hardship, you may be eligible for a Utility Relief Grant.

> You can access up to:
>
> - $650 for each electricity, gas and water utility in a 2-year period
> - $1,300 over 2 years if you only use a single source of energy, such as just electricity.

Low-income households living in embedded networks or using other non-mains energy sources may be eligible for a Non-Mains Utility Relief Grant. You can receive a maximum of $650 on each of the following utility types in a two-year period:

- liquefied petroleum gas (LPG)
- diesel and petrol (for a generator)
- firewood
- metered electricity from an embedded network
- carted water
- cleaning of a septic tank (for homeowners).

To learn more about eligibility and how to access this support, visit: services.dffh.vic.gov.au/hardship

Power Saving Bonus and Energy Bill Relief Fund

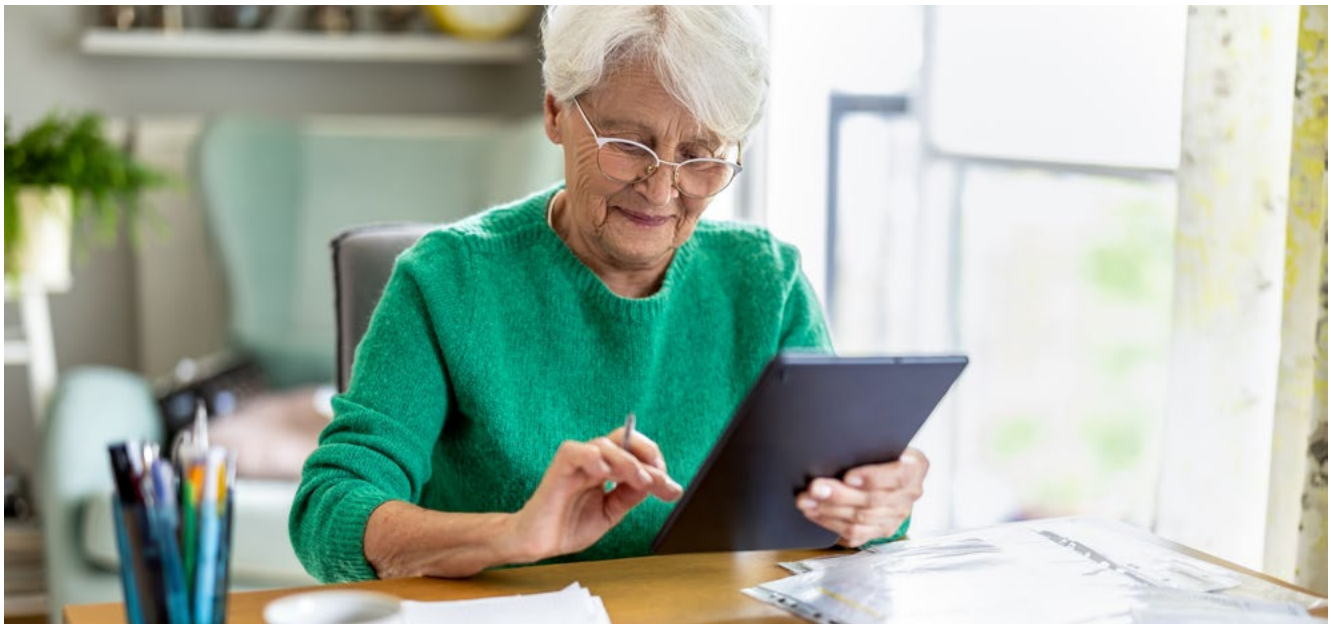
The Victorian Government has delivered more than $1 billion in energy bill relief through the Power Saving Bonus Program, helping households manage cost-of-living pressures and build confidence to engage with the competitive energy market.

Since 2018, five rounds of the Power Saving Bonus have supported millions of eligible Victorian households by providing a payment for comparing energy offers.

The program has been hugely popular, with over 4.5 million bonuses paid and more than 24 million visits to the Victorian Energy Compare site.
As a result Victorian households have received direct bill support as well as knowledge and tools to build on their savings by comparing energy offers more regularly.

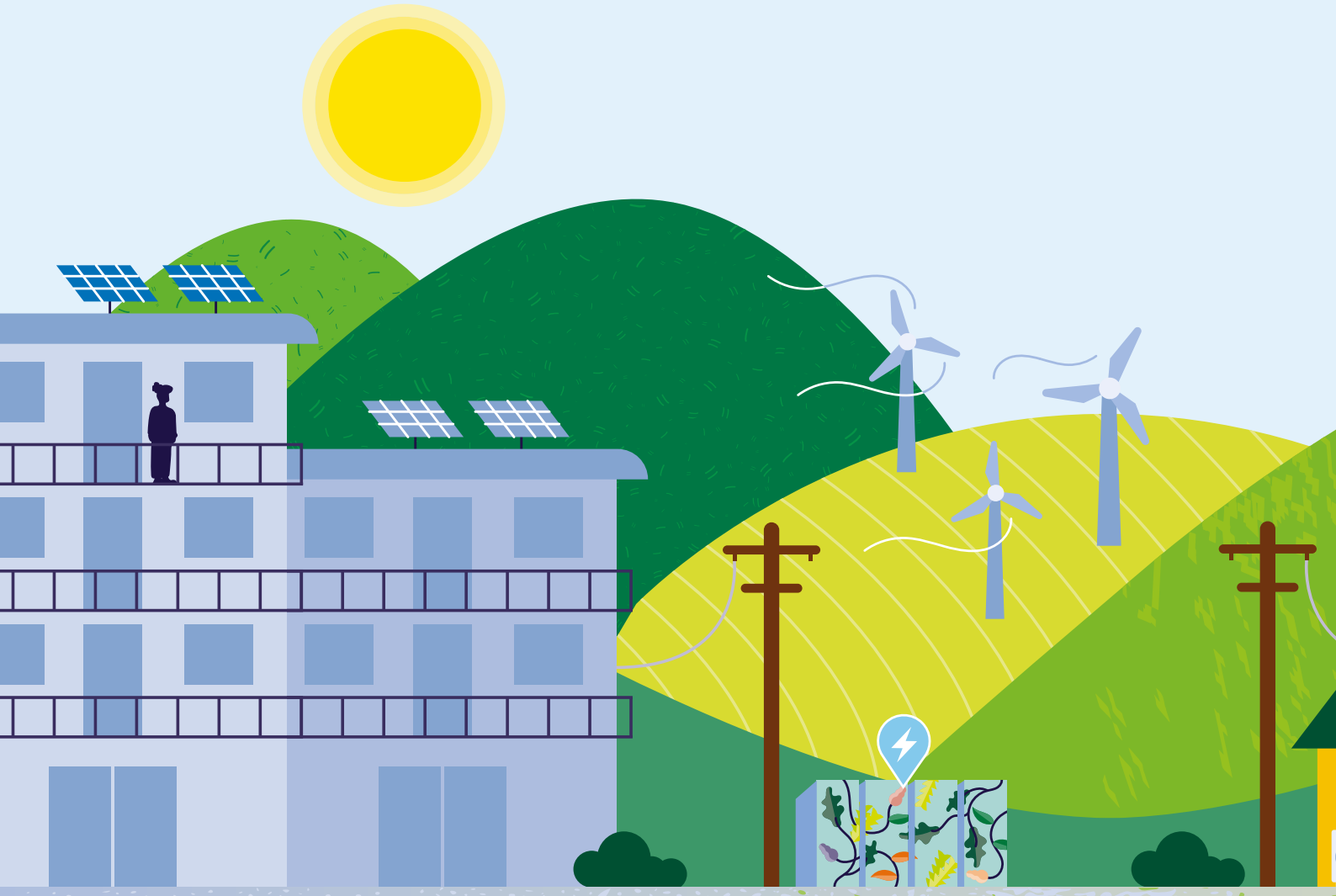
The need for further bill support is reviewed regularly, with the Victorian Government adjusting assistance to ensure it remains targeted and effective for households who need it most.

In partnership with the Victorian Government, the Australian Government has also provided Victorians with much needed energy bill support through its Energy Bill Relief Fund. This provided direct energy bill rebates between July 2023 and December 2025. Victorian households and small businesses in embedded networks were able to access the Energy Bill Relief by submitting an application via the Victorian Energy Compare website.



Our focus

Ensuring everyone benefits from the energy transition – opportunities for all to participate in and benefit from Victoria's shift to renewables.



A renewable energy future that benefits everyone

Victoria's renewable energy future is already taking shape in homes, neighbourhoods and communities across the state. From rooftop solar and home batteries to large scale wind and solar farms, more renewable energy is being generated and used every day. Neighbourhood batteries are helping more people access the benefits of shared energy, and electric vehicles are becoming a more familiar sight on our roads.

As this transition gathers momentum, we want to make sure that every Victorian – no matter where you live or your circumstances – can share in the benefits.

The following section outlines how we're making the energy transition fair, accessible and inclusive for all.

Read about creating social value on page 37.

Why we're shifting away from fossil fuels

For decades, most of Victoria's energy has come from brown coal and gas.

Today, only half of our electricity still comes from coal. Gas is also starting to play a reduced role in Victoria's energy mix, although around 2 million homes still use it for heating, cooking and hot water. Furthermore, with local gas supplies declining, this means gas will become harder – and more expensive – to rely on in the future.

Burning coal and gas releases greenhouse gases that trap heat in the atmosphere. This drives climate change and leads to more frequent and severe extreme weather.

That's one of the reasons Victoria is phasing out fossil fuel-powered energy and replacing it with cleaner, renewable options. The good news is renewable energy isn't just better for the environment – it's becoming cheaper for households too, with more savings expected as the system grows.

Wadawurrung Country / Berrybank, Victoria

Renewables: the cheapest new energy

Victoria's coal-fired power stations are ageing, increasingly unreliable and will be retired over the next decade. As this happens, they're being replaced with renewable energy sources that are:

- **cheaper to run**
- **more reliable**
- **better for people's health and the environment.**

Since 2018, Victoria has been making major investments in wind and solar power. These are the cheapest types of electricity to build, and because they don't rely on fuel, they're also the cheapest to operate. Over time, this will help make energy more affordable for Victorian households.

Learn more about renewable energy:
energy.vic.gov.au/renewable-energy

Did you know – Since 2018, the GenCost report has shown onshore wind and solar, supported by other technologies, are the cheapest forms of newly built electricity generation.

Visit: csiro.au/en/research/technology-space/energy/Electricity-transition/GenCost

Get more value from your solar and battery

Households across Victoria are increasingly embracing consumer energy resources (CER) – like rooftop solar and home batteries – to take control of their energy use. Through these technologies, you can generate your own renewable electricity and store it for when you need it most, helping reduce your household energy costs.

You can also choose to join a virtual power plant (VPP), which allows you to share some of the energy you produce in exchange for lower bills and additional incentives. By combining CER with a VPP, you can maximise the value of your solar and battery system, support a stronger and more reliable grid, and contribute to a renewable energy future for your community.

Contact your retailer for information about how to participate in a VPP.

Renewable energy generates savings in the long term

Victoria currently has some of the lowest wholesale electricity prices in Australia, and they're expected to stay low as more renewables are added.

In 2025, 44.6% of Victoria's electricity came from renewable sources.

Every new wind farm, solar farm and battery brings more low-cost energy into the grid.

Ongoing investment in renewables is expected to push prices down even further. By 2035, Victoria is set to have a renewable, more reliable and more affordable electricity system, with renewables providing most of our power and helping stabilise prices for the long term.

More renewable energy also means less exposure to global oil and gas price shocks – because wind and solar aren't tied to international fuel markets. That translates to more stable bills for Victorian households and businesses.

SEC – putting energy back in the hands of the people

As a publicly owned renewable energy company, SEC ensures all Victorians share in the benefits of the energy transition. Our wind and sun are public resources, and their value should return to the community.

> From 1 July 2025, SEC began retailing 100% renewable electricity to Victorian Government sites, including schools and hospitals.

SEC is also retailing renewable electricity to Victorian businesses, helping them switch to renewable energy.

Public ownership means the returns from renewable projects stay in Victoria. Profits are reinvested into new generation and storage, speeding up the transition and creating local jobs.

SEC investments also support Victoria's energy system to be affordable and reliable by adding new capacity as ageing coal plants retire.

SEC supports Victorian communities through local jobs and supplier opportunities, strong partnerships with First Peoples, and community benefit funds.

These investments strengthen regional economies, build workforce skills and ensure communities hosting renewable projects share in long-term benefits.

Did you know – Because SEC is publicly owned, its profits go back into building more renewable energy for Victoria – and not to shareholders.

SEC prioritising public investments

By 2035, Victoria will need 25 gigawatts (GW) of new renewable energy and storage. SEC will help deliver this by investing in 4.5 GWs of new generation and storage – ensuring Victorian homes and businesses have the power they need as we transition to renewable energy.

To maximise public value, SEC bases its investment decisions on three principles:

- **Public purpose:** giving Victorians ownership of renewable energy assets through partnerships with developers.
- **Enabling new technologies:** supporting new technologies to enter the market and meet emerging needs.
- **Sustainable financial returns:** earning stable revenue so SEC can reinvest in new projects and create more jobs.

Key projects

- **Melbourne Renewable Energy Hub (MREH):** Operational since late 2025, SEC and Equis Australia have delivered one of the world's largest batteries in Melbourne's west. It provides 600 MW of capacity and 1.6 gigawatt-hours (GWh) of storage – enough to power 200,000 homes during the evening peak.
- **SEC Renewable Energy Park – Horsham:** One of Australia's first 100% publicly owned utility-scale renewable energy projects, it combines a solar farm and a 100 megawatt (MW), two-hour battery, supplying power for more than 51,000 homes.
- **SEC Delburn Wind Farm:** Victoria's first publicly owned utility-scale wind farm, located in Gippsland. The wind farm will generate up to 205 MW – enough for 130,000 homes once operational in 2028.

SEC supporting households to go electric

> SEC is helping households switch to electricity because it can deliver significant savings – all-electric homes can save more than $2,000[4] a year on energy bills.

To make the switch easier, SEC has developed Easy Electric SEC, a one-stop-shop electrification service for Victorian households. This simple, trusted service will guide people through the process of going electric. The offering has been shaped by SEC pilot programs that tested real world barriers and solutions, including an electric home planner and a network of SEC-endorsed installers in selected council areas.

Visit: secvictoria.com.au/households for more information.

4 www.energy.vic.gov.au/renewable-energy/victorias-gas-substitution-roadmap

Helping households save with cheaper electric energy

The government is making changes to help households and businesses move away from gas and towards efficient, more affordable electric options. This will help lower energy bills over time and support Victoria's emissions reduction goals.

Under new Building Electrification Regulations:

- All new homes and commercial buildings (except industrial and agricultural buildings) will need to be all-electric from 1 January 2027.
- When a gas hot water system in an existing home needs replacing, you will need to swap it for an electric alternative from 1 March 2027. This includes pool heaters.

Switching to efficient electric appliances can save you thousands

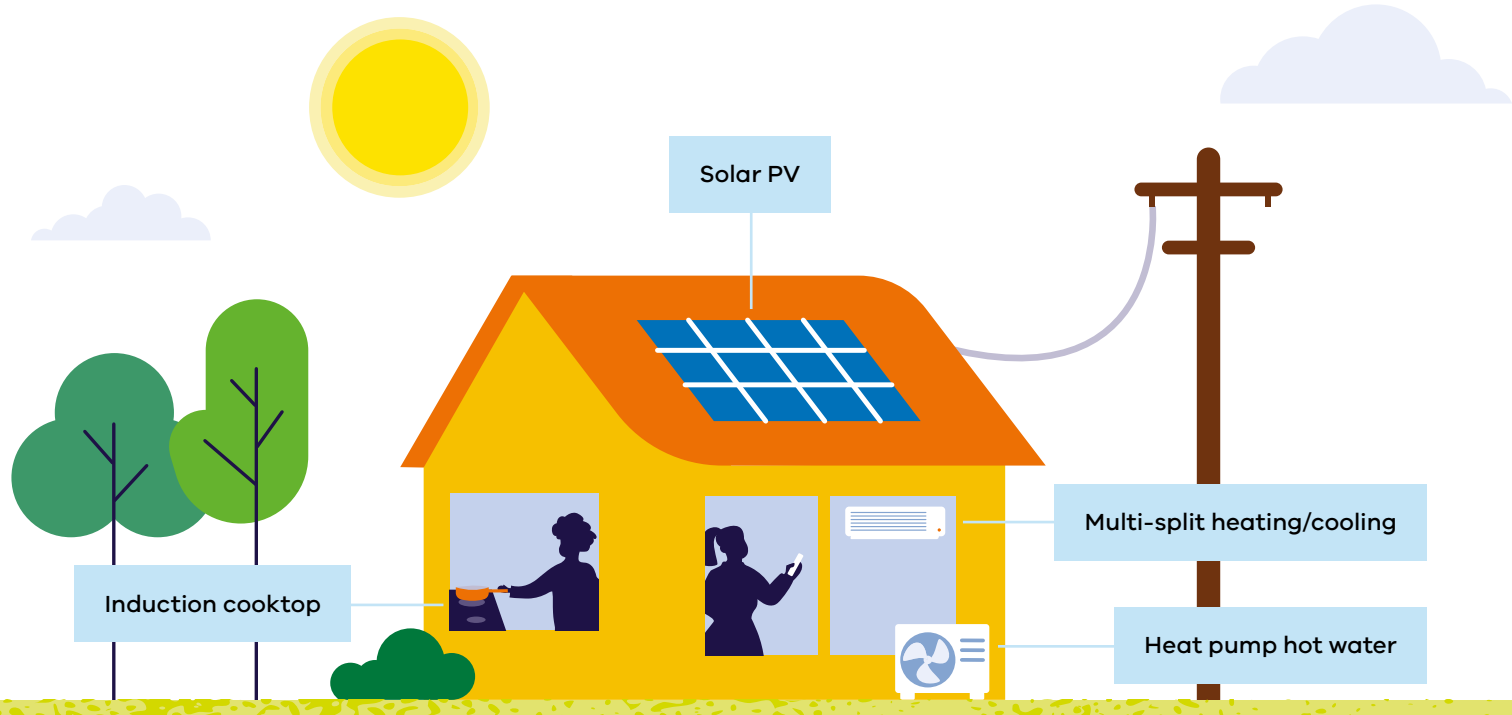
Making the move to an all-electric home is one of the simplest ways Victorians can cut their energy bills.

- **New all-electric homes with solar** can save up to $1,920 a year on energy bills.
- **New all-electric homes without solar** still save around $990 a year compared with homes that use gas.
- **Existing homes with solar** can save around $2,230 a year by going all-electric.
- **Existing homes without solar** can still save around $1,900 a year by switching from gas to efficient electric appliances.

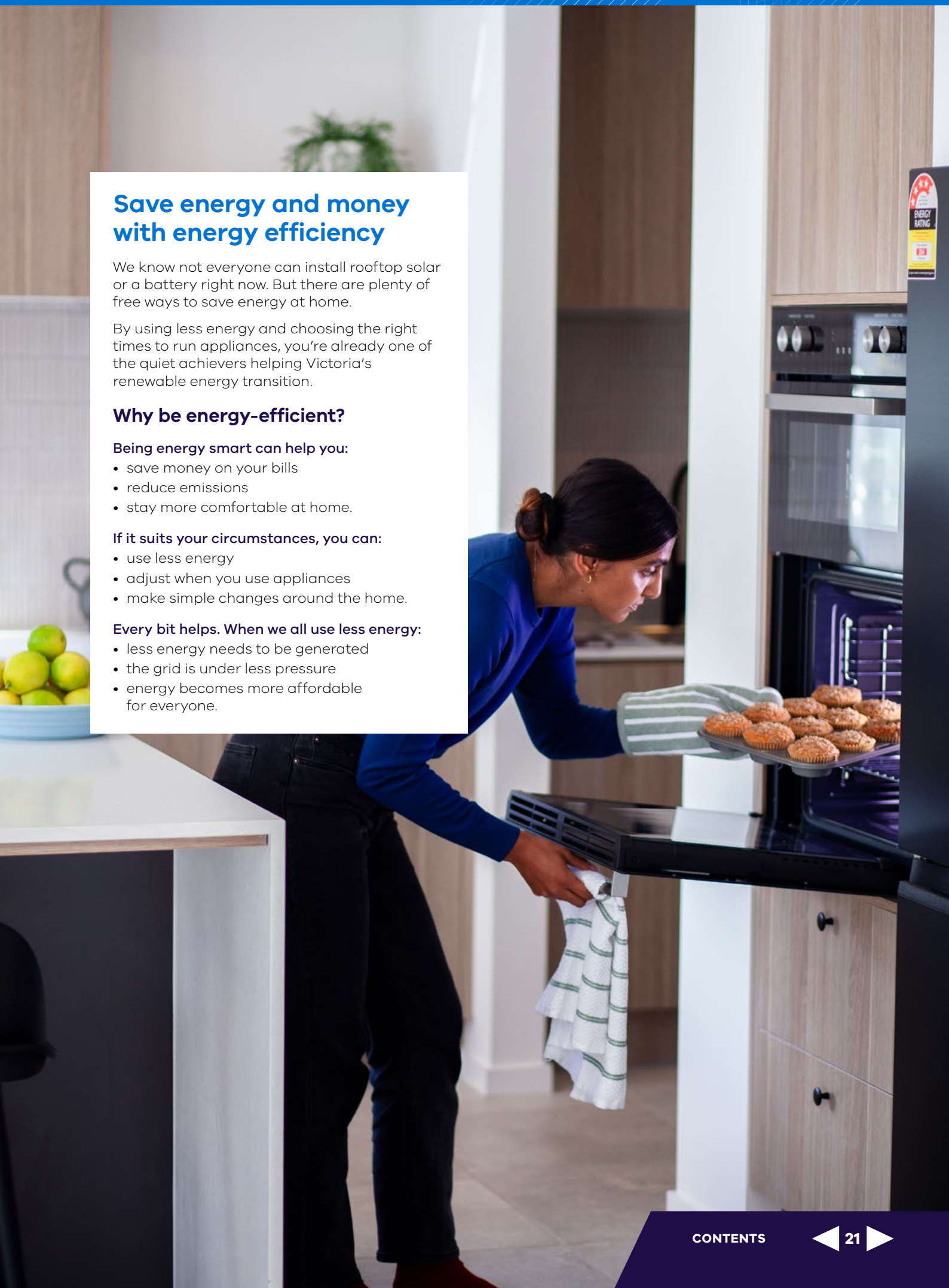
These savings come from using efficient electric technologies – like heat pumps and induction cooking – which are cheaper to run and work well with solar.

Learn more about how you can save with an all-electric home at: energy.vic.gov.au/households/save-with-all-electric-home

An energy efficient, all-electric home



Some of the energy efficient upgrades you can make to your house.
See the full list of upgrades: energy.vic.gov.au/victorian-energy-upgrades/homes



Save energy and money with energy efficiency

We know not everyone can install rooftop solar or a battery right now. But there are plenty of free ways to save energy at home.

By using less energy and choosing the right times to run appliances, you're already one of the quiet achievers helping Victoria's renewable energy transition.

Why be energy-efficient?

Being energy smart can help you:

- save money on your bills
- reduce emissions
- stay more comfortable at home.

If it suits your circumstances, you can:

- use less energy
- adjust when you use appliances
- make simple changes around the home.

Every bit helps. When we all use less energy:

- less energy needs to be generated
- the grid is under less pressure
- energy becomes more affordable for everyone.

Victorian Energy Upgrades: Lower bills for homes and businesses

The Victorian Energy Upgrades (VEU) program helps households save money with discounts on energy-efficient appliances and home improvements. A few small upgrades can lower your bills and make your home healthier and more comfortable.

The VEU program is Australia's largest energy-efficiency program, and millions of Victorians have already benefited.

With just a modest investment, you can start moving towards a more efficient, all-electric home. Discounts and rebates are available for upgrades such as:

Appliance and home upgrade discounts

Efficient reverse-cycle air conditioner
Up to $1,610 off and save up to $460 a year when replacing a gas space heater with a reverse-cycle air conditioner.

Ducted efficient reverse-cycle air conditioner
Up to $5,530 off and save up to $1,140 a year when replacing a ducted gas heater with a reverse-cycle air conditioner.

Heat pump water heater
Up to $560 off and save up to $400 a year when you install or replace a gas hot water system with a heat pump water heater.

Induction cooktop
About $140 rebate when you replace a gas cooktop with induction. If it's your last gas appliance, you could also save around $360 a year by disconnecting from gas.

Ceiling Insulation
Around 30–50% off installation costs and save more than $400 a year on energy bills when you upgrade your ceiling insulation. Currently available for Public and Community Housing, expanding to all eligible homes from 1 October 2026.

Other upgrades available:
Window glazing (approx. $210 per $10m^2$), energy-saving showerheads, draughtproofing, and home energy assessments.

The benefits to you

By upgrading through the VEU program, you can:

- save thousands of dollars each year on energy bills
- enjoy a healthier, more comfortable home
- reduce your home's environmental impact.

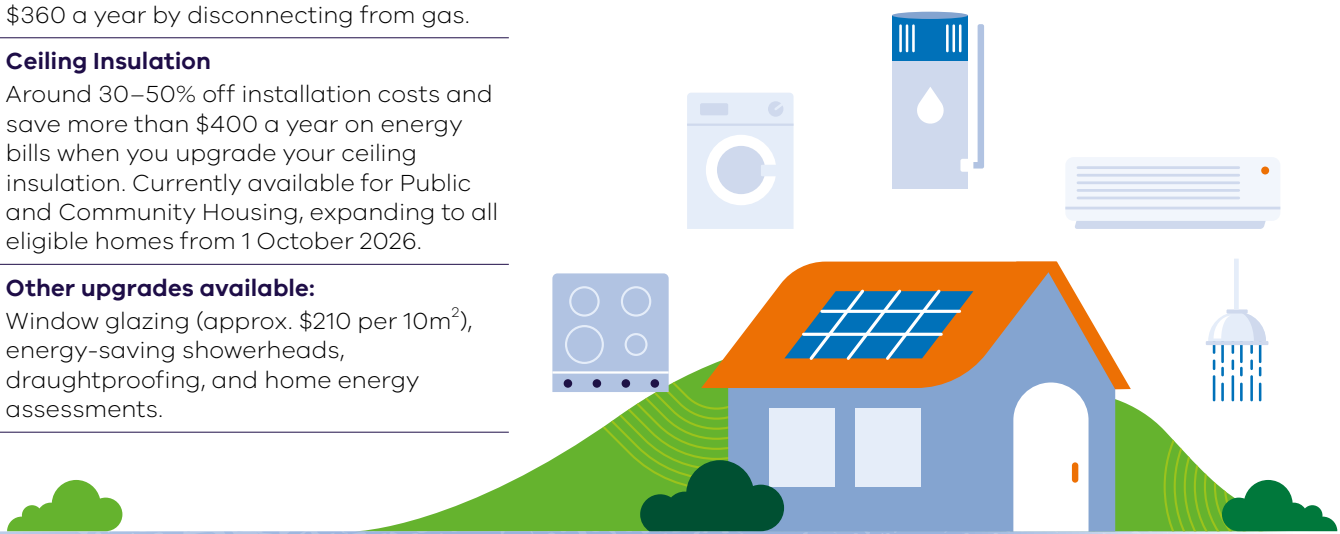
A proven program with big results

Since 2009, the VEU program has helped:

- 2.4 million households and 180,000 businesses upgrade their appliances and equipment
- cut more than $440 million from annual energy bills
- reduce emissions by over 93 million tonnes.

You can explore the full list of available upgrades here: energy.vic.gov.au/victorian-energy-upgrades/homes

Did you know – VEU has already cut over 90 million tonnes of emissions – the equivalent of parking 27 million cars for an entire year.



Put the sun to work and save with the Solar Homes Program

Solar Victoria's $1.3 billion Solar Homes Program is helping more Victorians access renewable, reliable and affordable energy.

By using more of the solar your system generates, you can save on your energy bills. That's because the solar you produce at home is free to use, while electricity from the grid costs more – so the more of your own solar you use, the more you save.

To protect you and ensure high-quality installations, all solar systems supported through Solar Homes must be installed by accredited installers. This means your system is set up safely, performs efficiently, and meets strict industry standards – giving you confidence that you're getting the best value from your investment.

You can also boost your savings by shifting some of your energy use to daylight hours – for example, running the dishwasher or washing machine when your panels are generating. These small changes help you get the most value from your solar, and pay for less energy from the grid.

Making the most of your solar in a changing market

Feed-in tariffs were designed to encourage households to install rooftop solar by paying them to send electricity to the grid. As solar has become widespread across Victoria, more power is being sent when demand is low and as a result, feed-in tariffs have fallen.

Today, the biggest savings come from using your solar power at home. This can include running appliances during the day or charging an EV when the sun is shining.

It's also important to compare energy plans and look at the whole offer – not just the feed-in tariff – to find one that matches how your household uses electricity.

Did you know – Solar Victoria offers eligible households up to $1,400 off rooftop solar plus an optional $1,400 interest-free loan and up to $1,400 off an eligible locally made energy-efficient hot water system. Or up to $1,960 when combined with a VEU hot water discount.

Eligible households can access the following supports and programs:

Solar panel rebate
$1,400 to install solar PV for eligible homeowners, rental providers and those building homes. Interest-free loans are also available.

Hot water rebate
$1,000 rebate to install solar hot water or an energy-efficient heat pump hot water system (homeowners only).

$1,400 rebate to install an eligible locally made hot water system (homeowners only).

Solar for apartments
$2,800 per apartment to install solar PV, up to $140,000 for buildings of up to 50 apartments (homeowners and rentals).

Residential electrification grants
Supporting innovative projects through approved providers to boost electrification and 7-star efficiency standards.

Solar for community housing
Solar panel rebates of up to $1,400 are available for community housing organisations.

Solar Hub consumer information

Solar Victoria's Solar Hub consumer information resources include educational guides, articles and videos to help you make the switch to solar.

To see how other Victorians are already saving with solar visit: solar.vic.gov.au/solar-superheroes

Minimum energy efficiency standards for the one-third of Victorians who rent

About one-third of Victorians rent their home, and we want every renter to enjoy the benefits of cheaper, cleaner, and more comfortable living.

From 1 March 2027, new minimum energy efficiency standards will start to roll out for rental properties in Victoria reforms that are nation-leading.

These reforms will:

- save renters hundreds of dollars a year on their energy bills
- make rental homes safer, healthier and more comfortable
- reduce greenhouse gas emissions
- boost the value of rental properties over time.

What could this mean for you as a renter?

- Ceiling insulation (where there is none) could deliver benefits of up to $454 a year.
- An efficient electric hot water system could save up to $220 a year.
- Energy-efficient heating and cooling could save up to $215 a year.

The standards will be phased in to help rental providers manage costs, while still lifting the energy performance of homes over time. They can also boost property values – recent data shows energy-efficient houses in Melbourne selling for up to $197,000 more, and units for around $95,000 more, than less efficient homes.[5]

What you can do next

If you're renting, now is a great time to **chat with your property manager or rental provider** about the upcoming standards and what improvements may be needed in your home. Starting the conversation early can help ensure upgrades are planned smoothly and delivered on time.

Some homes won't be able to meet every requirement, and that's okay. Exemptions apply where upgrades are impractical or too costly – for example, in apartment buildings where ceiling space is shared, or where heating or hot water comes from a central system. There's also an exemption for draught-proofing in homes with certain gas appliances to make sure safety always comes first.

	Standard	When
Ceiling insulation	Insulation must be installed to R5.0 rating by a suitably qualified installer in ceiling spaces where **no** insulation is present. There is no need to 'top up' existing insulation	From 1 March 2027, at the start of a new lease, or conversion to periodic (month-to-month) lease
Shower heads	4-star efficiency rating	
Heating	Efficient electric heating (reverse cycle air-conditioner)	From 1 March 2027, when an existing heater reaches end-of-life
Hot water	Efficient electric water heater (heat pump or electric-boosted solar)	
Draught-proofing	External windows, doors and wall vents must be sealed	From 1 July, 2027, at the start of a new lease or conversion to a periodic lease
Cooling	Efficient electric cooling (reverse cycle air-conditioner)	As above, and From 1 July 2030, cooling must be installed irrespective of whether a new lease has been entered into

Learn more at: energy.vic.gov.au/households/electric-and-efficiency-standards-for-buildings
https://www.consumer.vic.gov.au/resources-and-tools/legislation/public-consultations-and-reviews/new-minimum-energy-efficiency-standards

5 Domain Sustainability in Property Report 2025: domain.com.au/research/sustainability-in-property-2025-1384255

Discounts to help roll out new standards

To make these upgrades easier and more affordable, the Victorian Government is reducing the upfront costs of going electric and improving energy efficiency. This support helps both renters and rental providers benefit from cleaner, more comfortable homes.

Victorian Energy Upgrades

VEU discounts are available for all upgrades required under the minimum energy efficiency standards.

A new VEU discount for ceiling insulation will be available to rental providers from 1 October 2026.

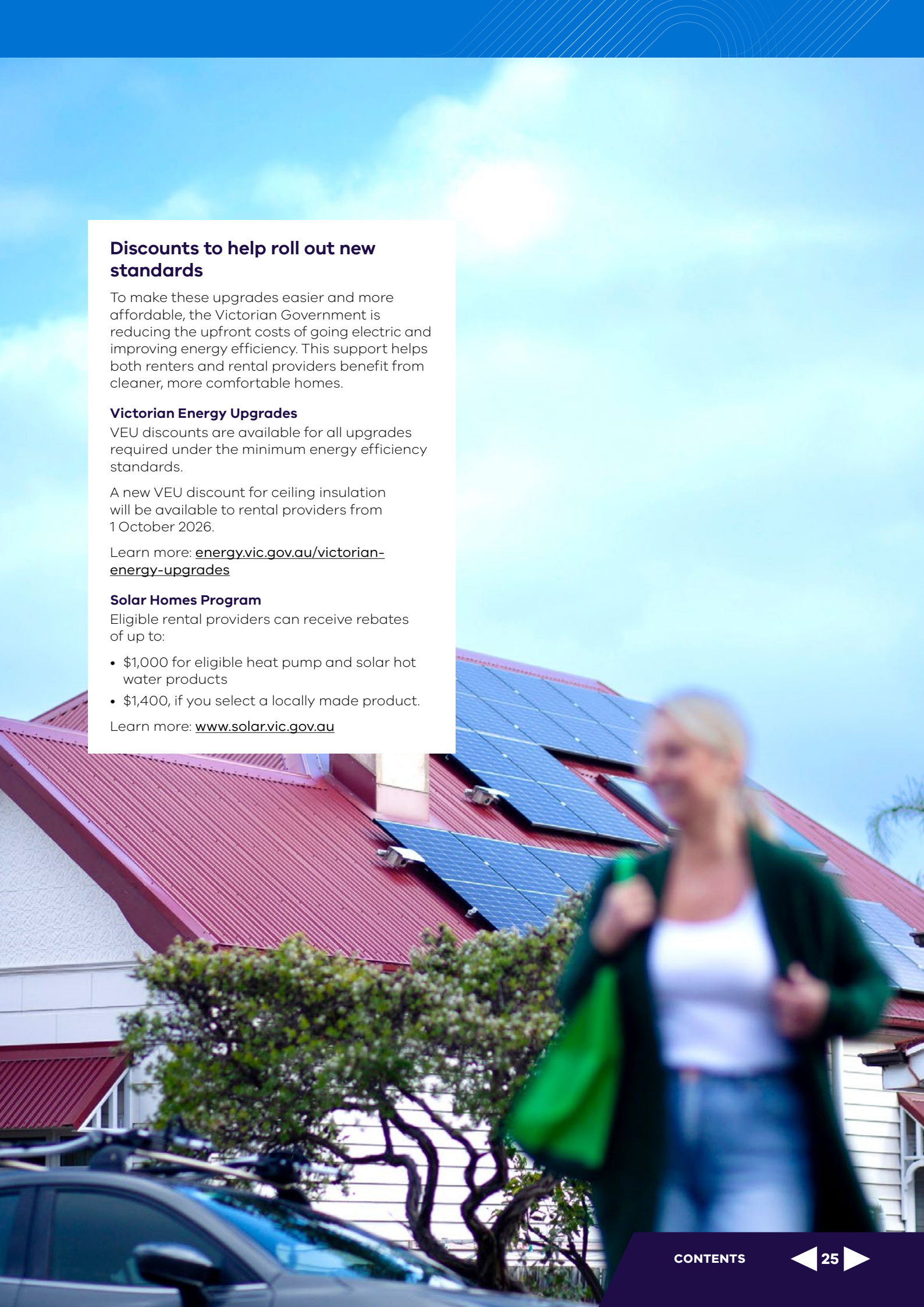
Learn more: energy.vic.gov.au/victorian-energy-upgrades

Solar Homes Program

Eligible rental providers can receive rebates of up to:

- $1,000 for eligible heat pump and solar hot water products
- $1,400, if you select a locally made product.

Learn more: www.solar.vic.gov.au



Energy upgrades for social housing

Installing energy efficient upgrades is one of the most effective ways to make homes healthier, more comfortable and cheaper to run for people living in social housing.

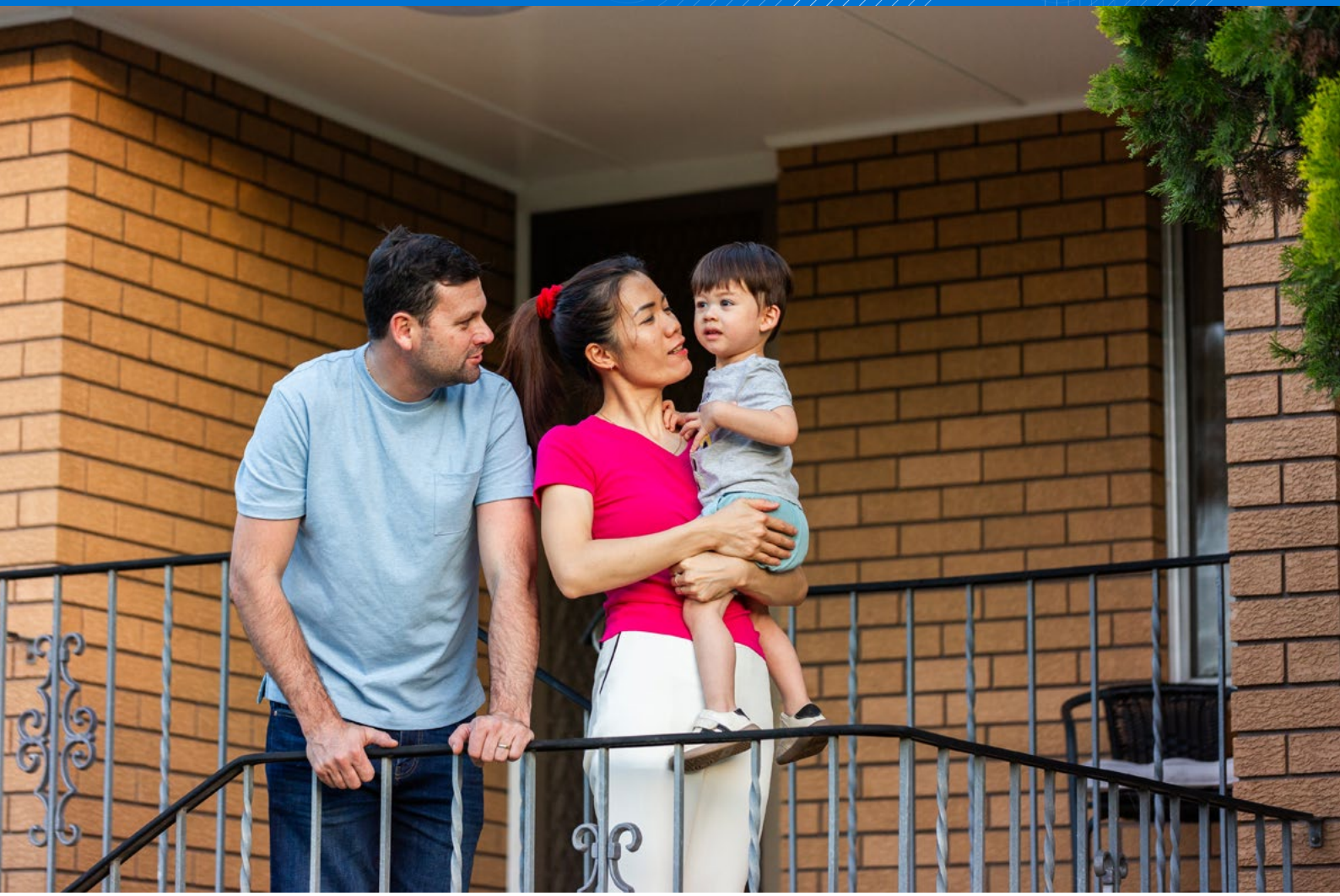
Many social housing properties were built before modern energy efficiency standards, which means they can be cold in winter, hot in summer and expensive to heat or cool. Simple upgrades – like better insulation, efficient electric appliances and draught-proofing – can make a huge difference.

> Victoria's Energy Efficiency in Social Housing Program (EESHP), delivered in partnership with the Australian Government's Social Housing Energy Performance Initiative (SHEPI), is investing almost $350 million to deliver 60,000 individual energy efficiency upgrades for people living in social housing. This includes making 5,000 homes fully electric.

The program will undertake energy efficiency and electrification upgrades in public and community housing, replacing gas appliances with efficient electric ones. Upgrades include:

- efficient reverse cycle air conditioners
- heat pump hot water systems
- electric cooktops and ovens
- ceiling insulation
- draught and gap sealing
- efficient showerheads
- solar panels
- gas abolishment.

Did you know – Households that take up all available upgrades (excluding solar) can save up to $1,130 a year on energy bills.



The program is rolling out in two phases:

Phase 1 (2020–2024):
single upgrade delivery, 19,000 upgrades delivered

Phase 2 (2024–2029):
multiple upgrade delivery, with over 25,000 individual upgrades across more than 20,000 homes with almost 1,700 of those homes electrified as of 31 March 2026.

This program is supported by both the Victorian and Australian governments.

To learn more about EESHP visit: homes.vic.gov.au/energy-efficiency-social-housing-program or energy.vic.gov.au/grants/energy-efficiency-in-social-housing-program

To learn more about the Australian Government's Social Housing Energy Performance Initiative which helps fund EESHP visit: dcceew.gov.au/energy/programs/social-housing

Slashing petrol bills with electric vehicles

Transitioning to zero-emission vehicles (ZEVs) is a key part of building a cleaner, cheaper and more sustainable transport future for Victoria.

Transport is one of the largest sources of emissions, and shifting away from petrol and diesel cars is one of the most effective ways to cut pollution while reducing the day-to-day costs of driving.

Consumer choices are reshaping Victoria's roads, with petrol and diesel cars steadily being replaced by ZEVs, such as battery electric vehicles (EVs), which are cleaner and cheaper to run.

> A driver travelling 13,100 km a year can save around $2,000 annually – or $10,000 over five years – by switching to a ZEV.

Victorians are buying ZEVs at a rapid pace, transforming the mix of cars on our roads. In just five years, Victoria's ZEV market share has grown from 1.2% of new vehicle sales in the 2020–21 financial year to 11.9% year-to-date for 2025–26, with a record monthly high of 17.4% of new sales being ZEVs in April 2026.

This shift has been driven by a huge increase in choice: across Australia, the number of available ZEV models jumped from 12 in 2020 to over 110 by early 2026.

To find out more: energy.vic.gov.au/renewable-energy/zero-emission-vehicles

Access to affordable EV charging

Convenient access to EV charging – at home, at work, and in public places – is important to support the growing number of EVs in Victoria.

Most EV charging happens privately, but public charging remains essential, especially for people without off-street parking and for longer trips. We are investing in public charging to ensure all Victorians can feel confident about making the switch.

Announced in April 2026, the EV Charging Regulatory Statement sets out new steps to unlock the rollout of more EV chargers and drive the transition to EVs – saving Victorian households money and helping to decarbonise our transport system.

The Destination Charging Across Victoria (DCAV) program is expanding fast charging across the state, delivering 155 chargers at 127 tourist and high-use locations through 32 funded projects.

The Zero Emissions Vehicle Emerging Technologies program is supporting up to 100 pole-mounted kerbside chargers across metropolitan Melbourne for renters, apartment residents and households without a driveway.

How to charge your EV efficiently

If you're buying an EV or are already charging one at home, it's worth checking whether you're on the best electricity plan and if your charging habits could save you more.

Households and businesses that install private EV charging can save hundreds of dollars a year by accessing cheaper electricity rates and being smart about when to charge.

You can maximise your savings if you charge:

- during off-peak periods on a time-of-use tariff, or by
- using your own solar power.

Don't forget that charging at home increases your electricity use, but it replaces the cost of petrol or diesel – often leading to lower running costs overall.

Your household energy bills will be affected by both:

- your electricity offer
- how and when you choose to charge.

> There are EV-specific electricity plans with free or cheap rates available at different times of the day.

Check Victorian Energy Compare at: compare.energy.vic.gov.au/hot-topics/taking-charge-of-your-electric-vehicle and contact your electricity retailer to make sure you're on an offer that suits your EV charging habits to ensure you're not paying more than you need to.

Smart EV charging technology and apps

You can also use technologies such as smart EV chargers or a phone app to optimise charging.

These technologies can schedule charging to occur:

- during off-peak periods when energy is cheaper, or
- to maximise renewable power generated by your own solar.

By charging at these times, this reduces the need for upgrades to grid infrastructure, which benefits all Victorians.

Our focus

Energy consumer protections – rules that keep things fair and make sure energy companies do the right thing.

Consumer protections for households

Every household deserves fair, transparent and reliable treatment when it comes to energy. In Victoria, most gas and electricity services are provided by private energy companies – and with different offers, prices and practices across the market, it's important that households have the right information to ensure fair treatment.

To make sure this happens, strong consumer protections are in place. These rules safeguard you from unfair or unlawful behaviour and help ensure energy companies do the right thing.

These protections apply to everyone, with specific rules for both households and businesses. They're overseen by Victoria's independent regulator, the Essential Services Commission.

Knowing what protections exist empowers you to make confident choices and ensures you're treated fairly by any company offering energy products or services.

> This section outlines the protections and services available in Victoria to make sure you're treated fairly and protected from unfair behaviour in the energy market.

Energy Retail Code of Practice

New rules to lower prices for those most in need

The Energy Retail Code of Practice (ERCoP) sets the rules that all energy retailers in Victoria must follow when selling electricity and gas. These rules help keep things fair and ensure energy companies do the right thing.

Keep an eye on your energy bills and reach out to your retailer if something doesn't look right or if you'd like to check you're on their best offer.

Victoria's independent energy regulator – the Essential Services Commission (ESC) – is strengthening these rules to give households better protection and easier access to lower-priced energy deals.

New laws will roll out in three stages throughout 2026.

What's changing?

From 1 February 2026

- Better information so customers know they can get help from independent dispute resolution services if things go wrong.

From 1 July 2026

- New protections for customers stuck on older, higher-priced energy contracts (more than four years old).
- Improvements to make sure energy concessions are applied correctly on bills.
- Extended protections for people on legacy contracts (signed before 1 July 2020).

From 1 October 2026

- Automatic switching to the retailer's best offer for customers experiencing payment difficulty.
- Increasing the minimum amount of debt before disconnection can occur – from $300 to $1,000 – giving households more breathing room.
- Better access to cheaper energy offers.
- Easier processes to switch to the retailer's best offer.

Did you know – The automatic best-offer rule will mean big savings for many Victorians – helping around 75,000 electricity customers and 60,000 gas customers save a total of almost $28 million every year.

Support when you need it most

Many Victorian households are feeling cost pressures, and even with careful budgeting, it can still be difficult to stay on top of bills. Financial hardship can happen to anyone, at any time.

That's why Victoria has the **Payment Difficulty Framework** – strong consumer protections designed to support households experiencing energy hardship. Introduced in 2019 to address growing energy debt and disconnections, the Framework helps ensure energy companies do the right thing when you're struggling.

More Victorians are now seeking support under the Framework, and many are having to make tough choices – like cutting back on food, medicine or heating – just to keep up with energy costs.

Under the Framework, energy retailers must provide assistance if you're anticipating or experiencing difficulty paying your energy bills. If you're struggling with your energy bills, reach out to your retailer early – support is available, and you're entitled to it.

Find out what support you're entitled to: esc.vic.gov.au/electricity-and-gas/information-for-electricity-and-gas-consumers/having-trouble-paying-your-energy-bills-you-have-rights

Disconnection protections

If you're having trouble with your energy bills, it's important to know there are strong rules in place to protect you from being disconnected. These rules exist to keep things fair and make sure energy companies do the right thing.

Under Victoria's energy rules there are guidelines about when and how you can be disconnected.

You can't be disconnected:

- during a protected period, such as a weekend or a public holiday
- if you are receiving bill assistance
- if you've kept in contact with your energy company about your situation and if your debt is less than $1000 (from Oct 2026).

Multiple written notices must be given before a disconnection can occur.

Extra protections for life support customers

Victorians who rely on life support equipment have additional, important safeguards:

- If your household has registered life support equipment, your electricity cannot be disconnected for non-payment.
- For any planned outages, you may request your electricity distributor to provide you with longer notice periods before interrupting your supply.
- For unplanned outages there are protocols in place to ensure the safety of life support customers

EWOV and the ESC: ensuring protections are enforced

The Energy and Water Ombudsman (EWOV) can help to resolve most complaints about electricity and gas in Victoria. If you are unable to resolve the problem with your energy company first, EWOV's free complaints process recommends you:

- contact EWOV about the complaint
- EWOV will investigate; and deliver an outcome.

To make a complaint visit: ewov.com.au/start-a-complaint

The ESC makes sure energy companies follow the rules – and acts if they don't

The ESC is focused on regulating Victoria's gas and electricity services in a way that is fair, transparent, efficient, and responsive to community needs.

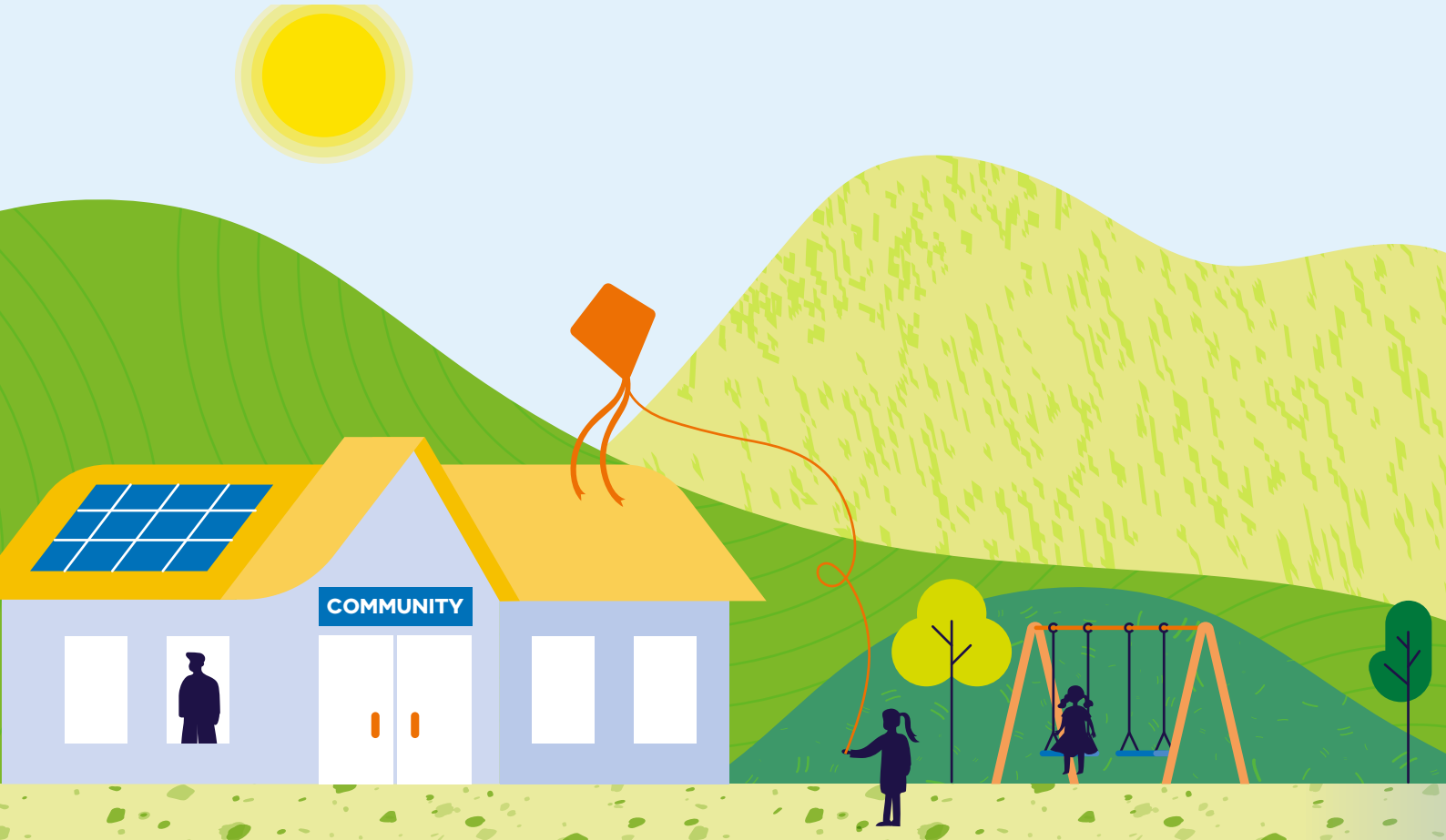
The ESC's 2025–26 compliance and enforcement focus includes:

- Take action to address practices that exacerbate cost-of-living pressures.
- Hold businesses accountable when they fail to provide consumers experiencing vulnerability with fair and equitable access to essential services.
- Deter conduct that increases the likelihood and impact of harm to consumers affected by family violence.
- Address conduct that compromises market integrity.
- Focus on conduct impacting Victoria's First Nations people.

Learn more about the ESC: Our compliance and enforcement priorities

Our focus

Putting communities first – people and communities are at the heart of our energy future.



Communities at the centre

Victoria's shift to renewable energy is about creating a cleaner, more reliable and more affordable energy system for everyone.

We're working closely with people and communities across Victoria to help you get involved in the move to renewable energy and share in the benefits it brings. When communities are included, informed and supported, local priorities help shape decisions – leading to outcomes that genuinely reflect what matters to the people who live there.

This section explains how community participation and First Peoples leadership are helping to ensure the transition is inclusive, community-focused and delivers lasting benefits for everyone.

Powering Victoria's future together

Many parts of Victoria have excellent wind and solar resources that are essential for powering our renewable energy future. To make the most of these natural resources, new energy infrastructure (including transmission lines and large-scale wind, solar and battery projects) are needed to deliver renewable electricity to homes and businesses. Without these projects, households would face higher energy costs than they otherwise would.

These projects bring opportunities for social and economic development in regional and rural communities and for Traditional Owners. With careful planning and strong partnerships, we can minimise impacts and ensure benefits are real, shared and long lasting. Communities will have opportunities to shape how local benefits are delivered.

Statewide energy planning

To ensure Victoria has reliable, affordable and secure energy into the future, we need a long-term, statewide plan. VicGrid – the government body responsible for planning and developing Victoria's renewable energy zones and transmission – leads this work through the Victorian Transmission Investment Framework, which includes:

- a long-term strategic plan for transmission and renewable energy zones – the Victorian Transmission Plan
- early and meaningful engagement with landholders and local communities
- strong partnerships with First Peoples
- fair and transparent community benefit arrangements
- clearer rules for investors to support timely project delivery.

Meaningful collaboration and engagement

Victoria is strengthening expectations for how renewable energy and transmission developers work with communities, Traditional Owners and landholders. The Community Engagement and Social Value Guidelines set clear standards to ensure developers engage early, communicate openly and deliver genuine social and economic benefits.

These expectations respond to concerns about past engagement and aim to make future projects fairer, more transparent and more community-centred. VicGrid will oversee compliance through the Victorian Access Regime and the procurement of transmission projects.

You can view the Guidelines here: vicgrid.com.au/industry/victorian-access-regime.

What communities, landholders, neighbours, Traditional Owners and project developers can expect

Landholders and neighbours:
Can expect more transparency and consistency in how developers engage, what's included in agreements, how and when you negotiate.

Communities:
Can expect developers to engage early and meaningfully, and provide transparent, inclusive and ongoing engagement.

Traditional Owners:
Can expect a stronger voice in decision-making that affects Country, leading to greater ability to shape, participate in, and benefit from the renewable energy transition.

Project developers:
Will have clear guidance about government expectations, along with increased accountability to deliver on commitments.

Why we need transmission infrastructure – without it, we can't move electricity from where it's generated to where it's used. We need this critical infrastructure to power homes and businesses across Victoria.

Creating social value and lasting benefits from energy infrastructure

Victoria's renewable energy shift offers real opportunities for communities – and Traditional Owners – to benefit from new projects. Many large-scale developments will create the potential for jobs, local investment and community-led projects. When planned in partnership with communities, these developments can deliver lasting social and economic value.

Community Benefits Fund

To support fair and meaningful outcomes, VicGrid is establishing a Community Benefits Fund. Communities will help identify local priorities, ensuring the fund supports projects that reflect what people need and want.

The fund will support initiatives such as:

- improving local energy supply, affordability and reliability
- creating local jobs and attracting investment
- boosting regional participation in the renewable-energy transition.

Learn more about community benefits: vicgrid.com.au/community/community-benefits

VicGrid is also progressing this process with Traditional Owners to protect Country and ensure that benefits support economic empowerment, cultural priorities and self-determination.

Building our renewable energy workforce

Victoria's shift to renewable energy is creating new job opportunities across the state – from solar and wind construction to battery installation, energy efficiency upgrades, and all-electric home technologies.

This means more opportunities for people, communities, students and young people to build skills and work in careers that will grow for decades.

A skilled, accredited workforce is essential to supporting our energy transition. Through the Victorian Energy Jobs Plan and Women in Energy Strategy, the government is supporting workers to take up new opportunities.

We're also investing in free training so plumbers, electricians, construction workers and apprentices can upskill to work in electric appliances and renewable energy technologies. This includes training to install heat pumps, build 7-star all electric homes, and support solar and battery systems. These programs help ensure our workforce is safe, accredited and ready for the jobs of the future.

More than 6,000 workers have already been trained – including 5,000 electricians, 1,200 plumbers and 1,500 building practitioners and tradespeople – and new opportunities are opening for students and young people looking to begin a renewable energy career.

SEC is partnering with government and industry to work with schools, TAFEs, universities and Traditional Owners to help develop Victoria's future renewable energy workforce. Through its investments, the SEC is also supporting local employment and skills development across major renewable energy projects, including the Melbourne Renewable Energy Hub, the SEC Renewable Energy Park – Horsham and the SEC Delburn Wind Farm.

You can learn more here:

- Victorian Energy Jobs Plan: energy.vic.gov.au/renewable-energy/our-energy-workforce
- Solar Victoria Training and Workforce Development: solar.vic.gov.au/training-workforce-development
- SEC – secvictoria.com.au/workforce

Sharing the benefits of local renewable energy

As more Victorian households install solar panels and take up renewable energy technologies, there's a growing opportunity for communities to benefit together – not just individually.

Local renewable energy helps keep bills down, supports a more reliable grid and gives communities more say in how energy is produced and used in their area.

One way this is happening is through community energy sharing, where neighbourhoods can store and share locally generated solar power. Neighbourhood batteries make this possible by capturing excess solar during the day and releasing it when people need it most.

Neighbourhood Batteries: helping communities share in the benefits of renewable energy

We are helping communities take part in – and benefit from – neighbourhood batteries through the **Neighbourhood Battery Initiative** and the **100 Neighbourhood Batteries Program**.

Making neighbourhood batteries work for communities

The Neighbourhood Battery Initiative supported a wide range of battery projects, from early planning through to installation. These projects helped show how neighbourhood-scale batteries can support Victoria's changing energy system and deliver real benefits for households, communities and the electricity network.

Building on this work, the 100 Neighbourhood Batteries Program will:

- pass on the benefits of local renewable energy and storage – including lower energy bills
- improve energy resilience
- reduce the need for costly network upgrades
- support communities to play an active role in Victoria's renewable energy future
- scale up successful neighbourhood battery models across the state.

Learn more about neighbourhood batteries:
energy.vic.gov.au/grants/neighbourhood-batteries

Fitzroy North Community Battery

In June 2022, the Yarra Energy Foundation launched Victoria's first inner-urban community battery in Fitzroy North, known as *FN1*. Funded through the Neighbourhood Battery Initiative, this project was created with and for the local community.

The battery helps stabilise the grid and stores excess solar energy generated during the day for use in the evening. This reduces solar waste, helps put downward pressure on energy prices and supports more households to install rooftop solar.

Did you know – We have funded 139 neighbourhood batteries across Victoria since 2023.

Improving community and electricity distribution network resilience

We are focused on driving better energy outcomes for all Victorians – especially households and communities most affected when the power goes out.

As extreme weather becomes more common, it's important that our electricity networks are better prepared and able to recover quickly.

To support this, we've strengthened the rules for electricity distribution businesses, so they plan for – and invest in – measures that reduce the impact of power outages. These changes mean distribution businesses must be more responsive to community needs when outages occur.

We've introduced updates to the national electricity rules and created a Victorian network resilience framework. Together, these changes ensure that distribution businesses:

- take extreme weather risks seriously, and invest to better prepare for, respond to and recover from outages
- develop and publish 5-yearly resilience plans so communities can clearly see what improvements are coming
- report each year on progress to improve the resilience of their networks, increasing transparency and accountability
- comply with the new rules – or face penalties if they don't deliver.

To support this, $119 million has been approved by the Australian Energy Regulator over the next five years for distributors to invest in resilience and community-focused projects, including:

- reinforcing and replacing electricity poles and wires to better withstand severe weather
- installing stand-alone power systems and microgrids to reduce some customers' exposure to extreme weather events, and to support communities
- providing practical support during emergencies and prolonged power outages with mobile emergency response vehicles equipped with generators and phone charging facilities.

Together, these changes are designed to help communities stay safer, recover faster, and remain better connected when disruptions occur.

Learn more about energy resilience:
energy.vic.gov.au/renewable-energy/microgrids

Did you know – We have installed energy back-up systems across Victoria to provide access to essential energy during times of power outages.

41 systems have been installed at community centres, commercial and essential service sites in 27 towns.


Omeo FoodWorks

Case study: Emergency back-up for Omeo community also driving down bills

Omeo, a rural community of about 1300 people in East Gippsland Shire has long faced power outages caused by storms and bushfires. During the 2019/20 Black Summer fires, Omeo was cut-off from Victoria's electricity network and went without reliable power for almost three weeks.

To build the town's resilience to future extreme weather emergencies, the Victorian Government funded new backup power systems in Omeo (and the Mallacoota and Corryong communities) as part of the Community Microgrids and Sustainable Energy Program.

> Located at the local FoodWorks supermarket, the backup system consists of solar PV, battery storage and a diesel generator and provides a literal lifeline to Omeo and surrounding communities when prolonged outages occur.

The system can operate for up to 42 hours on battery back-up alone and for several days when supported by the generator. In addition to providing emergency power, the FoodWorks can now generate and store its own power, cutting its energy bills in half.

First Peoples – first Custodians of Land, Sea and Sky Country

In the territory now referred to as Victoria, First Peoples have connections to Land, Sea and Sky Country that date back thousands of years.

First Peoples have unique knowledge about the natural environment and take a stewardship approach to caring for Country, nurturing the land for future generations.

We support self-determination for Victoria's First Peoples. Self-determination means supporting First Peoples to make their own decisions about their lives and their futures. Being supportive means engaging First Peoples early and often to provide appropriate information and resourcing that helps in their decision making.

First Nations communities across Victoria maintain strong spiritual and physical connections to land and waters and feel a deep connection to the health of Country – a common view among Traditional Owners is that healthy Country helps maintain healthy communities.

Traditional Owners have legal rights and cultural responsibilities that are recognised under a range of Commonwealth and/or state legislation. This includes the Charter of Human Rights and Responsibilities 2006 (Vic), *Traditional Owner Settlement Act 2010* (Vic), *Aboriginal Heritage Act 2006* (Vic) and *Native Title Act 1993* (Cth).

These rights empower Traditional Owners to speak for Country – the water, the land and everything it encompasses. This is because Country is woven into the fabric of Aboriginal lore, language, governance and wellbeing.

First Peoples guiding their energy futures

Traditional Owners are important partners in the energy transition. They have unique knowledge to share and play an important role in representing the interests of their communities.

Most Traditional Owner Corporations with Registered Aboriginal Party status have documented the aspirations of their people and Country in a 'Country Plan'. Some Corporations have also developed renewable energy plans to guide their community's energy future.

You can learn more about each Corporation's aspirations by visiting their websites and reading their Country plans or energy plans.

Wadawurrung Country / Balyang Sanctuary, Newtown

Opportunities through participation and partnership

Victoria's shift to renewables offers valuable pathways to establish partnerships between Traditional Owners, industry, governments and renewable energy providers. Partnerships are important for co-designing meaningful and culturally considered renewable energy projects.

This could include asset ownership and access to ongoing revenue streams, allowing communities to build both energy self-reliance and economic independence over time.

However, the opportunity to partner in renewable energy projects might not be a priority for all First Peoples across Victoria. Each Traditional Owner Corporation is on its own journey to determine the future that reflects the interests of their communities.

Co-designed First Peoples Renewable Energy Strategic Plan

Traditional Owners, in partnership with the Victorian Government's First Peoples Energy (FPE) team, have co-designed the First Peoples Renewable Energy Strategic Plan. The Plan is a joint commitment to ensuring Traditional Owners are well-informed, and supported to make choices about how they engage in the renewable energy transition. The Plan maps out a pathway for First Peoples to realise the extensive opportunities that our shift to renewables presents, including genuine self-determination and avenues for building economic power for First Peoples and their communities.

First Peoples Renewable Energy Guide

The FPE team have also developed a First Peoples Renewable Energy Guide to build understanding of the opportunities and benefits arising from our shift to renewables. The Guide provides information for First Peoples across Victoria about renewable energy and how you and your community can be part of the transition.

To access the Guide and other resources, visit: First Peoples Energy

First Peoples-led renewable energy projects

Many First Peoples communities are successfully leading renewable energy projects – the following are examples of projects having positive impacts on First Peoples communities in Victoria:

- **Wadawurrung Renewable Energy Project, Ballarat/Ballan, Victoria**
  Through the Traditional Owner Renewable Energy Program (TOREP), the Wadawurrung Traditional Owners Aboriginal Corporation (WTOAC) installed solar generation and storage systems on community buildings to lower energy costs, promote sustainability, and enable the Wadawurrung people to use renewable energy.
- **Barengi Gadjin Solar Project, Horsham, Victoria**
  Led by the Barengi Gadjin Land Council Aboriginal Corporation (BGLCAC), the project involves installing a solar and battery system to provide renewable energy to the Council's head office and depot building. The project seeks to reduce dependency on non-renewable energy and lower the Council's energy costs.
- **The First Peoples Solar and Storage Initiative**
  The initiative provides funding to support First Peoples organisations to invest in and benefit from solar and storage projects. First Peoples organisations determine how to deliver benefits back to their communities. This initiative supports the aims of the Australian Governments' First Nations Clean Energy Strategy. You can access it here: First Nations Clean Energy Strategy.

Social value and economic benefits for Traditional Owners and First Peoples' communities

We have developed guidelines that set out minimum expectations for how project developers will recognise the rights of Traditional Owners and engage respectfully and genuinely. These expectations have been designed based on feedback heard through engagement with Traditional Owners.

Traditional Owners may hold their own expectations of project developers, which may be expressed through renewable energy strategies, statements and dialogue. It is up to Traditional Owners to determine whether, how and at what level they wish to engage with developers.

These guidelines include expectations for how project developers will develop and deliver initiatives that contribute to long-term social value creation and economic benefits within broader First Peoples communities. This includes local Aboriginal Community-Controlled Organisations, chambers of commerce, health organisations, support services or education, training and employment providers.

You can access the Community Engagement and Social Value Guidelines for Renewable Energy and Transmission Projects by visiting: Victorian Access Regime.

Energy jargon explained

Behind the meter

Behind the meter refers to energy equipment (like solar panels, batteries, or EV chargers) that are located on the customer's side of the utility meter. This means electricity generation, consumption, storage, and management of energy is done on your property.

Community energy sharing

This is a community working together to produce and share their renewable electricity. This can be achieved through the use of neighbourhood batteries. These store excess solar energy and distribute it within a community as needed.

Consumer Energy Resources (CER)

CER are small scale devices that households use to generate, store and control the use of their own electricity.

Examples of CER you might have in your home include solar (rooftop PV or hot water system), battery storage, electric vehicles, and hot water heat pumps.

The energy industry sometimes also uses a similar term – distributed energy resources, or DER. DER is a broader term which includes behind the meter CER as well as other resources like neighbourhood batteries and public EV chargers, typically owned by a third party service provider such as a retailer or Distribution Network Service Provider (DNSP).

Consumer protections

Refers to rights and regulations that safeguard you against unlawful or unfair market practices in retail electricity and gas services.

Consumption (energy)

How much electricity your household or business uses over time. An average Victorian household consumes around 4,800 kWh per year (see also **Generation**).

Distribution network service providers (DNSPs)

Refers to the companies that own and operate the poles, wires, and equipment at street level that delivers electricity from energy generators to your home. Also known as electricity 'distributors', 'networks' or 'distribution companies'. Victorian DNSPs include AusNet, CitiPower, Jemena, Powercor and United Energy (see also **transmission network service providers (TNSPs)** definition for high voltage network).

Electricity grid

The electricity grid is the system that transports electricity from where it's generated to your home or business across Victoria.

It has two main parts:

- High-voltage lines – These carry electricity over long distances via the transmission network.
- Low-voltage lines – These deliver electricity to homes and businesses in your area via the poles and wires network.

Electricity is generated in a range of ways, including from wind and solar farms and other power stations.

More and more, households and businesses are contributing electricity to the grid. Technologies like rooftop solar, home batteries and electric vehicles – known as Consumer Energy Resources (CER) – can generate, store and share electricity.

This means energy doesn't just flow one way anymore (from power stations to you). It can also flow back into the grid from homes, helping to support energy supply, ease pressure on the system, and make better use of renewable energy.

Electrification

Refers to the shift away from gas. It is often used to refer to households switching out their old gas appliances for energy-efficient electric alternatives. This results in homes becoming more or all-electric.

Embedded networks

Embedded networks are private energy networks that supply electricity or gas to multiple premises within a single site, such as apartment buildings, retirement villages, caravan parks and shopping centres.

For more information: energy.vic.gov.au/about-energy/embedded-networks

Generation (energy)

Refers to the amount of electricity that can actually be produced by energy sources over a period of time. It's measured in kilowatt hours (kWh), megawatt hours (MWh) or gigawatt hours (GWh).

Gigawatt (GW)

A gigawatt is a unit of power equal to one billion watts. A 1 GW solar farm generally produces enough energy to power 300,000 average Australian homes.

Long-duration storage

Refers to energy storage systems that can discharge electricity continuously from eight hours up to forty-eight hours continuously. Pumped hydro and compressed air are two examples of long-duration storage.

Megawatt (MW)

A megawatt is a unit of power equal to one million watts. A 1MW solar farm generally produces enough energy to power 300 average Australian homes.

Microgrid

A microgrid is a mini electrical grid that provides energy generation and storage to properties at a local level.

Learn more about microgrids: energy.vic.gov.au/renewable-energy/microgrids

Non-mains' energy

Non-mains' energy means energy sources that are not supplied through the main electricity or gas networks. Examples include: Liquefied Petroleum Gas (LPG), firewood, heating oil, electricity from an embedded network (for example, retirement villages or apartment complexes), and generator fuel (petrol/diesel).

Retailer (energy retailer)

Energy retailers are companies that sell electricity and gas to energy consumers. Retailers buy electricity and gas from generators and wholesale markets.

Smart meters

A smart meter measures the electricity you use, providing accurate real-time information. It records your electricity use in internals throughout the day and automatically sends this data to your electricity distributor.

Why they're useful:

- No more estimated bills – your usage is recorded automatically.
- See your energy use in real time – check your usage online or on a display in your home.
- More control over your bills – you can adjust how and when you use energy to save money.
- Faster connections and changes – it's easier to move in, switch retailers, or reconnect power.
- Lower service costs – things like disconnections and reconnections are often cheaper because they can be done remotely.
- Help with faults – electricity issues can be identified and fixed more quickly.
- Better use of solar – if you have solar panels, you can see how much you're using from solar vs the grid, and shift your usage to make the most of your solar power.

How to get one: Contact your electricity distributor to arrange installation.

Tariffs

A tariff is the price you pay for the electricity you use. Different tariffs charge you in different ways depending on when and how much energy you use.

Common tariff types:

- Flat (single) rate tariff. You pay the same price for electricity at all times – regardless of when you use it.
- Block tariff. The price changes based on how much electricity you use each day or each billing period.

  For example, one rate for the first 10 kWh used each day and another rate for anything above that.
- Time of use tariff. The price changes depending on the time of day:
  - Peak (usually around 3–9 pm): generally higher prices
  - Off-peak (overnight, weekends, public holidays): generally lower prices
  - Shoulder: a mid-range price between peak and off-peak

  This tariff can help you save if you can shift your energy use to cheaper times.
- Controlled load. A separate tariff for specific appliances like:
  - electric hot water systems ("off-peak hot water")
  - pool pumps
  - underfloor heating

  These appliances run at set times and are connected to a separate meter.

Transmission Network Service Provider (TNSP)

Victoria's primary TNSP, currently AusNet transports electricity at very high voltages over long distances from power stations to sub-stations. At sub-stations, this power is stepped down to lower voltages and then delivered to homes and businesses through the local 'poles and wires' network, known as the distribution network (operated by DNSPs).

Virtual power plants

A virtual power plant (VPP) is when lots of small energy devices – like rooftop solar panels, home batteries, electric vehicles, or smart appliances – work together through smart technology to act like one big power plant. These resources work together to supply electricity, store energy, or reduce demand on the grid when needed.

Learn more about VPPs: solar.vic.gov.au/how-does-virtual-power-plant-work.

Relevant organisations

Department of Energy, Environment and Climate Action (DEECA)

DEECA is the Victorian Government department primarily responsible for progressing the energy transition. Within DEECA, Offshore Wind Energy Victoria (OWEV) is coordinating the development of Victoria's offshore wind sector.

- Learn more about DEECA: Department of Energy, Environment and Climate Action
- Learn more about Energy at DEECA: Energy
- Learn more about OWEV: Offshore Wind Energy Victoria

Department of Transport and Planning (DTP)

The Minister for Planning is the responsible authority for new planning permit applications of all wind and solar energy generation facilities and for Battery Energy Storage Systems, that are 1 megawatt or greater.

For facilities <1 MW, if there is a planning trigger, these approvals are typically managed by the relevant Local Government.

- Learn more about planning: Wind energy facilities
- Learn more about planning: Solar energy facilities

Department of Families, Fairness and Housing (DFFH)

DFFH is responsible for the facilitation of both the Utility Relief Grants and all types of concessions that are available to Victorians experiencing hardship in paying their energy bills.

- Learn more about Utility Relief Grants: services.dffh.vic.gov.au/utility-relief-grant-scheme
- Learn more about energy concessions available in Victoria and how to access them here: services.dffh.vic.gov.au/energy

Energy and Water Ombudsman (Victoria) (EWOV)

The Energy and Water Ombudsman is an independent service that investigates and resolves complaints. They deal with complaints in Victoria's electricity, gas and water sector, covering most companies that offer services to customers.

Free to all Victorian customers, you can contact the ombudsman to talk about an issue without starting a formal complaint.

Learn more about EWOV: ewov.com.au

Essential Services Commission (ESC)

The Essential Services Commission (ESC) is an independent regulator that promotes the long-term interests of Victorian consumers with respect to the price, quality and reliability of essential services.

Established in 2001, the ESC regulates Victoria's energy, water and transport sectors, and administers the rate-capping system for the local government sector. It also regulates the Victorian Energy Upgrades program, and occasionally reviews other sectors at the request of the Victorian Government.

Learn more about the ESC: esc.vic.gov.au

SEC

SEC is a government-owned renewable energy company working to deliver renewable, affordable, reliable energy for all Victorians.

It is helping Victorian households reduce their energy bills and GHG emissions by going electric.

SEC is investing in renewable energy and storage projects to accelerate the transition and providing Victorian businesses and industry with retail and wholesale electricity solutions to help them decarbonise.

Learn more about SEC: secvictoria.com.au

Regional Development Victoria

Regional Development Victoria works in partnership with regional businesses and communities, and all tiers of government to drive regional investment, grow local jobs and strengthen regional and rural economies across the state.

Learn more about RDV: rdv.vic.gov.au

Solar Victoria

Located within DEECA, Solar Victoria helps Victorians save on their energy bills, and is helping Victoria build a cleaner, renewable future.

Solar Victoria delivers the Solar Homes program, a $1.3billion investment over 10 years to support hundreds of thousands of Victorians to participate in the renewable energy transition. It also develops policy including legislation, regulation and program specifications to support the Victorian Energy Upgrades Program – Australia's largest energy efficiency obligation program.

Learn more about Solar Victoria: solar.vic.gov.au

VicGrid

VicGrid is a government entity. It is responsible for coordinating the planning and development of Victoria's renewable energy zones and transmission infrastructure to support the transition to renewable energy.

Learn more about VicGrid: vicgrid.com.au

deeca.vic.gov.au

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