

Choosing a better energy plan



Make sure you're not paying too much for your energy

Energy retailers have many different offers, each with different prices for providing energy to your home. You can save hundreds of dollars every year by moving to a cheaper energy offer.

Best Offer

If you don't use the internet, the best way find a cheaper energy plan is to call your energy retailer and ask them to switch you to the 'Best Offer'. The 'Best Offer' is the cheapest energy offer for your household that your current energy retailer offers.

Laws in Victoria mean that energy companies must tell you on your bill if you could save money on a cheaper plan. Your retailer's 'Best Offer' will be included on the front of your energy bill every 4 months. Look for a box that says 'could you save money on another plan'.

Victorian Default Offer

The Victorian Default Offer is a simple and fair electricity price that is set annually by the Victorian Government, not energy retailers.

The Victorian Default Offer provides Victorian households and small business owners with a fair price for electricity. Think of it as a safety net for those that are unable or unwilling to find a better energy plan.

Victorian energy fact sheets

If you want more information about an energy plan, whether it be your current plan or one you are thinking of changing to, you can ask energy retailers to mail you the plan's energy fact sheet. This fact sheet will provide you with easy to understand information about that energy plan, such as the cost, whether there is a pay on time discount, and the length of contract.

How to ask your energy retailer to switch to their 'Best Offer'

Before you call:

Make sure you have:

- A recent electricity or gas bill

Need an interpreter?

Your energy bill will include information for a free interpreter service.



When you call:

Tell your energy retailer:

I want to check if I can save money on a better offer, can you please check if I'm on the Best Offer available?

The energy retailer will change your plan to the best offer while you are on the phone. You will then start to pay cheaper prices for the energy you get to your home.

Struggling with bills and need help switching to a better energy plan?

Phone **1800 161 215** to get free one-on-one support through the Victorian Government's Energy Assistance Program. Visit www.energy.vic.gov.au/for-households/energy-assistance-program