

Last updated: 09 Mar 2023

What is a best offer?

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A best offer is the cheapest generally available offer from your energy retailer compared to your current plan.

A best offer will be calculated specific to each customer. Potential savings are based on your own energy usage history (where available), using the tariffs of the identified best offer.

If you are already on the cheapest offer, your bill will reference the Victorian Energy Compare website compare.energy.vic.gov.au - in case you would like to compare offers from different energy retailers.

Are discounts included?

Both unconditional and conditional discounts are included in a best offer notification. This means that a best offer may only be available for a limited time.

If the discount is conditional, then you may need to meet pay-on-time deadlines to get the most out of the new plan.

If you have any questions about a best offer notification, ask your energy retailer.

Victorian energy regulations require your energy retailer to provide you with clear advice when you contact them about a best offer notification, to help you make the right decision.

Will it include all tariffs?

A best offer may be an energy retailer's market offer (the retailer sets the price you pay) or, in the case of electricity, the Victorian Default Offer – a regulated price set by the Essential Services Commission.

For more information on the types of energy plans available, see our Switching Energy Retailers and Plans factsheet (www.ewov.com.au/fact-sheets/switching-energy-retailers-and-plans).

How will I be notified?

Look out for the words - "Could you save money on another plan?". A best offer will appear under this title in a box next to the amount owing on your bill, along with information about how to contact your energy retailer.

Need help?

1800 500 509 (Freecall)

Post

Monday to Friday between 8:30 am and 5:00 pm GPO Box 469, Melbourne, Victoria 3001

Email & Web

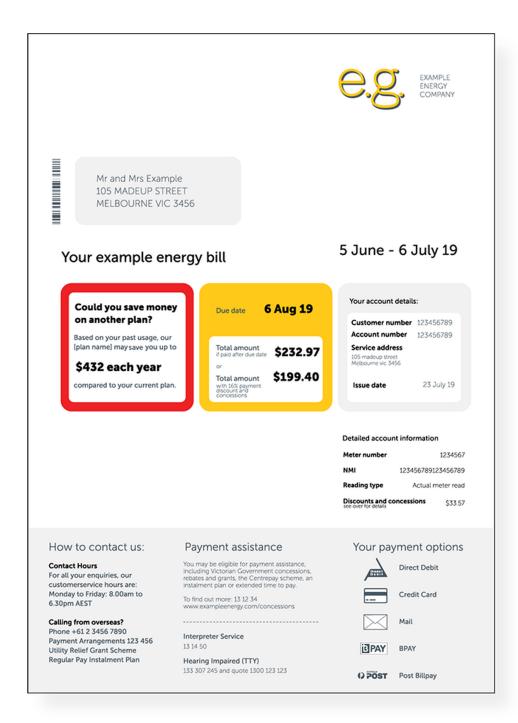
Translating and Interpreting Service:

Email us at ewovinfo@ewov.com.au or visit ewov.com.au

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How often will I be notified?

A best offer must appear on your electricity bill at least once every three months, and on your gas bill at least once every four months.

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