

Last updated: 09 Mar 2023

## What is a best offer?

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### What is it?

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](https://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](https://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)

Monday to Friday between 8:30 am and 5:00 pm

#### Email & Web


Email us at [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)  
or visit [ewov.com.au](https://www.ewov.com.au)


#### Post

GPO Box 469, Melbourne, Victoria 3001

#### Translating and Interpreting Service:

131 450





Mr and Mrs Example  
105 MADEUP STREET  
MELBOURNE VIC 3456

### Your example energy bill

5 June - 6 July 19

**Could you save money on another plan?**

Based on your past usage, our (plan name) may save you up to

**\$432 each year**

compared to your current plan.

Due date **6 Aug 19**

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Total amount if paid after due date **\$232.97**

or

Total amount with 16% payment discount and concessions **\$199.40**

Your account details:

**Customer number** 123456789  
**Account number** 123456789  
**Service address**  
105 madeup street  
Melbourne vic 3456  
**Issue date** 23 July 19

Detailed account information

**Meter number** 1234567  
**NMI** 123456789123456789  
**Reading type** Actual meter read  
**Discounts and concessions** \$33.57  
see over for details

How to contact us:

**Contact Hours**  
For all your enquiries, our customerservice hours are:  
Monday to Friday: 8.00am to 6.30pm AEST

**Calling from overseas?**  
Phone +61 2 3456 7890  
Payment Arrangements 123 456  
Utility Relief Grant Scheme  
Regular Pay Instalment Plan

Payment assistance

You may be eligible for payment assistance, including Victorian Government concessions, rebates and grants, the Centrepay scheme, an instalment plan or extended time to pay.


To find out more: 13 12 34  
[www.exampleenergy.com/concessions](http://www.exampleenergy.com/concessions)


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**Interpreter Service**  
13 14 50


**Hearing Impaired (TTY)**  
133 307 245 and quote 1300 123 123


Your payment options


Direct Debit


Credit Card


Mail


BPAY


Post Billpay

## 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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