

What is a best offer?

Information for Victorian electricity and gas customers

→ *Choosing the right energy plan can be confusing. Your energy retailer is required to periodically display a 'best offer notification' on your bill to make it easier for you to identify the best deal they have available for you.*

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 – 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.

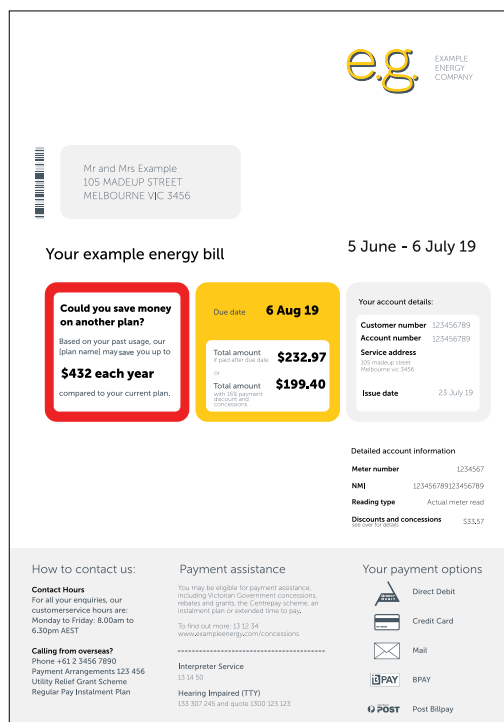
Will it include all tariffs?

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 factsheet – '[Switching Energy 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.



The image shows a sample energy bill from 'e.g. EXAMPLE ENERGY COMPANY'. The bill is for 'Mr and Mrs Example, 105 MADEUP STREET, MELBOURNE VIC 3456', dated '5 June - 6 July 19'. A prominent notification box asks 'Could you save money on another plan?' and states: 'Based on your past usage, our (plan name) may save you up to **\$432 each year** compared to your current plan.' It also shows a 'Total amount if you choose this' of '\$232.97' and a 'Total amount if you stay on your current plan' of '\$199.40'. The due date is '6 Aug 19'. Other details include account number 123456789, service address, meter number, and various payment options like Direct Debit, Credit Card, Mail, BPAY, and 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**.

FOR FURTHER INFORMATION:

Online: ewov.com.au
Freecall: 1800 500 509
Email: ewovinfo@ewov.com.au

Post: GPO Box 469, Melbourne, Victoria 3001
Translating and Interpreting Service: 131 450
National Relay Service: 133 677