

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.

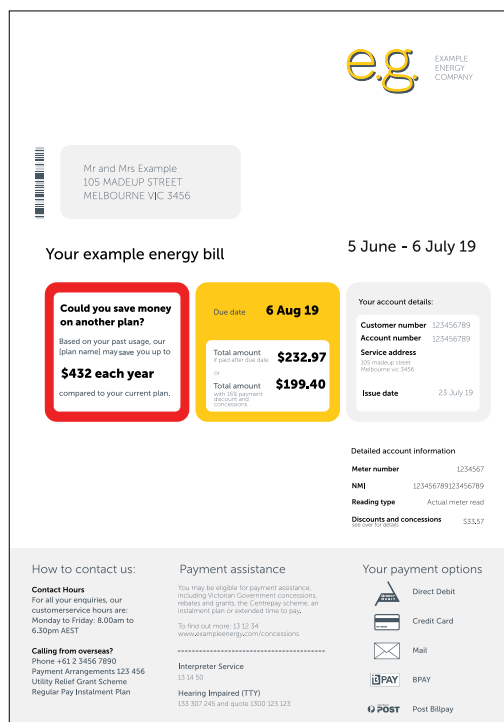
Will it include all tariffs?

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.



e.g. EXAMPLE ENERGY COMPANY

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**

Total amount of bill (includes GST)
\$232.97

Total amount (includes GST, interest 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 see code for details \$33.57

How to contact us:
Contact Hours
For all your enquiries, our customer service 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.energyassist.vic.gov.au/concessions

Your payment options
Direct Debit
Credit Card
Mail
BPAY
POST 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