Media Release

The Hon Lily D'Ambrosio MP
Minister for Energy, the Environment and Climate Change
Minister for Solar Homes

Tuesday, 7 June 2022

PROTECTING VICTORIANS AS THEY SAVE ON THEIR ENERGY BILLS

The Andrews Labor Government is protecting Victorians and driving down power bills with its nation leading energy efficiency program.

Minister for Energy, Environment and Climate Change Lily D'Ambrosio today launched a new Code of Conduct to protect Victorians taking advantage of the Victorian Energy Upgrades (VEU) program.

More than two million households across Victoria have saved on their energy bills thanks to the VEU program, helping Victorians cut power bills and reduce emissions through discounted energy-efficient products and services.

On average, households save $110 a year on energy bills, with average businesses saving $3,700. Savings can run into the hundreds of thousands of dollars for larger businesses.

In 2020-21, more than 284,000 households and 14,900 businesses received upgrades through the program. All Victorians benefit from lower energy prices thanks to these energy efficiencies.

From 1 July, a Code of Conduct will be introduced for businesses working under the program, alongside legislative reforms and improving communications to consumers.

The Code includes protections for Victorians when it comes to marketing and sales, contracts, communication, installation, after sale follow-up and customer dispute resolution. These protections are in step with industry codes and Australian Consumer Law.

More information about the VEU program is available at: energy.vic.gov.au/energy-efficiency/victorian-energy-upgrades

Quotes attributable to Minister for Energy, Environment and Climate Change Lily D'Ambrosio

"We have helped two million Victorian households cut their energy bills through this nation leading program, creating jobs while we aim to halve emissions by 2030."

"We're protecting Victorians while they cut costs and be part of combatting climate change in our journey to net-zero."