

Media Release

The Hon Lily D'Ambrosio MP
Minister for Climate Action
Minister for Energy and Resources
Minister for the State Electricity Commission



Friday, 22 August 2025

SUPPORT FOR SOLSTICE CUSTOMERS TO MAKE THE SWITCH

The Allan Labor Government is extending support for regional families and businesses following Solstice's decision to close its compressed natural gas (CNG) network across Victoria.

Minister for Energy and Resources Lily D'Ambrosio today announced new support to help 1,183 impacted Solstice customers electrify their homes in Marong, Terang, Nathalia, Lakes Entrance, Heathcote, Swan Hill, Maldon, Robinvale, Kerang and Orbost.

This is a failed gas supply program, called Energy for the Regions, that was introduced by the former Coalition Government. At the time, the Labor government – then in Opposition – opposed it, warning it would unnecessarily lock regional Victorians into higher bills. Sadly, that has proven correct.

To support households through this, the Allan Labor Government is delivering more practical measures through the State Electricity Commission, Solar Victoria, and the Victorian Energy Upgrades (VEU) program.

Solar Victoria will temporarily remove the income eligibility cap for Solstice customers in the affected towns, making it easier for more households to get more discounts for solar PV and efficient electric hot water systems.

Households can receive \$4,200 in upfront support through a \$1,400 rebate for both rooftop solar PV and Australian made hot water units, plus the option of a \$1,400 solar PV interest-free loan.

The government is also opening Expression of Interest (EOI) today to identify more electric appliance installers for the VEU program that can support households in these towns to go electric.

Through the VEU households can get a discount of up to \$560 and save up to \$330 on their energy bills annually when they replace an existing gas hot water heater with a heat pump water heater.

Eligible households can save up to \$1,630 off the cost of installing an energy-efficient hot water system with a Solar Homes hot water rebate plus a Victorian Energy Upgrades discount, with the opportunity to get a further \$400 rebate if they choose a locally made product.

The SEC will have a presence through a combination of local community-group information sessions and webinars for Solstice customers in the ten impacted towns.

They will help impacted customers with the process of going electric and use the SEC electric home planner – a free tool to help design a personalised plan to go electric, showing indicative costs, rebates, and potential savings.

For more information on the hot water rebates visit solar.vic.gov.au/supporting-solstice-customers or for information on going electric contact the SEC on 1300 305 700.

For information on support provided by Solstice, call 1800 750 750 or email nextsteps@solsticeenergy.com.au.

Quotes attributable to Minister for Energy and Resources Lily D'Ambrosio

"We're making sure all impacted Solstice Energy customers have access to our rebates and discounts, to help them make the switch to cheaper electric appliances that will save them money in the long run."

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"This failed gas supply arrangement was imposed on regional communities by the previous Liberal National Government and would have locked them into the most expensive energy source for decades."

Quote from the Member for Bendigo West Maree Edwards

"The Allan Labor Government is cleaning the mess left by the former Coalition Government and doing what's best for regional Victorians."

Quote attributable to Member for East Gippsland Tom McIntosh

"This failed Liberal Government program would have locked customers into higher bills for decades, now we're supporting them to go electric and save money on their bills."

Quote attributable to Member for Western Victoria Jacinta Ermacora

"We're making sure regional towns like Terang are supported to through these changes imposed on them by this failed Coalition policy."