

Retailer	Regulator	Date	Enforcement action	Summary	Penalty	Relevant enforcement priority
Momentum Energy	ESC	8 February 2023	Enforceable undertaking	The ESC accepted an enforceable undertaking from Momentum Energy in relation to allegations that it wrongfully disconnected electricity to a customer who was a family violence victim-survivor and experiencing financial difficulties (in breach of relevant provisions of the <i>Electricity Industry Act 2000</i> (Vic)).	N/A	Wrongful disconnection
Jemena	ESC	17 May 2023	Penalty notice(s)	The ESC issued 44 penalty notices to Jemena for allegedly failing to notify retailers and customers with life support equipment of planned interruptions within the prescribed timeframes.	\$795,468	Protecting vulnerable customers
CovaU	AER	27 June 2023	Infringement notice(s) Enforceable undertaking	CovaU allegedly failed to present its standing offer pricing on its website between July 2021 and January 2023. The AER accepted an undertaking which requires CovaU to appoint a third-party compliance expert.	\$67,800	Making it easier for consumers to understand their plan
CovaU and ReAmped Energy	ACCC	27 June 2023	Infringement notice(s)	The ACCC alleges that CovaU and ReAmped each failed to include information required under the Electricity Retail Code when communicating to customers about price changes. CovaU and ReAmped Energy have each paid \$33,300 in penalties.	\$33,000	Pricing and selling practices of essential services
Blue NRG	ACCC	30 June 2023	Enforceable undertaking	Blue NRG admitted it made false or misleading representations when telling 543 business customers on fixed-rate contracts that it had a legal right to raise electricity prices, when it did not. The ACCC accepted an enforceable undertaking which requires Blue NRG to compensate customers who switched providers because of the proposed price increase.	N/A	Pricing and selling practices of essential services

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1st Energy	ESC	8 August 2023	Enforceable undertaking	1st Energy allegedly permitted an agent to call upon domestic electricity and gas customers' residences to negotiate a contract without first obtaining express consent from those customers to do so. The undertaking includes a requirement for 1 st Energy to offer impacted customers a \$50 credit.	N/A	N/A
AGL	ESC	24 August 2023	Penalty notice(s)	AGL allegedly disconnected a customer who had arrears less than the \$300 threshold and failed to report the wrongful disconnection to the ESC within the prescribed timeframe.	\$73,968	Wrongful disconnection
Red Energy	ESC	1 September 2023	Penalty notice(s)	Red Energy allegedly communicated incorrect best offer information to 30,982 customers, including those on concessions and payment assistance, over a two-week period.	\$254,436	Best offer messages
EnergyAustralia	ACCC	22 September 2023	Initiated civil proceedings	The ACCC has commenced Federal Court proceedings against EnergyAustralia for allegedly breaching the Electricity Retail Code and ACL when notifying customers of impending price changes. This includes failing to include the lowest possible price and percentage difference to the reference price, and misleading representations in estimates of annual costs.	Outcome pending	Pricing and selling practices of essential services
AGL	ESC	22 September 23	Penalty notice(s)	AGL allegedly failed to calculate its 'deemed best offer check' in line with the prescribed formula for 22 customers over a 3 month period.	\$799,656	Best offer messages

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Sumo	ESC	14 December 2023	Initiated civil proceedings	The ESC has commenced civil proceedings against Sumo Power and Sumo Gas in the Supreme Court of Victoria. The ESC alleges that Sumo engaged in unlawful door-to-door marketing of energy contracts (through an arrangement with third parties) with at least 5,941 Victorian consumers impacted.	Outcome pending	N/A
Origin	ESC	22 December 2023	Initiated civil proceedings	The ESC has commenced civil proceedings against Origin in the Supreme Court of Victoria for alleged failures to meet obligations under the life support and payment difficulty frameworks.	Outcome pending	Protecting vulnerable customers Payment difficulty framework