

Utilmate Compliance Webinar August 2026

INTRODUCTION

Victoria Midday Power Saver under the VDO Framework

- ▶ 3 hours of free electricity 11am-2pm
- ▶ Opt in tariff
- ▶ From the 1 October 2026
- ▶ Subject to a 24kwh daily free-use limit, with different rates for rest of day.

Victoria Midday Power Saver under the VDO Framework

Your Utilmate actions:

1. Create timing profiles
Pricing - Timing Profiles - Utilmate.com
2. Create new price plans
Pricing - create, duplicate or edit - Utilmate.com

Price Plans will need to be added to the building maintenance screen as generally available. This will ensure it is used in best offer calculations
Buildings - add price plans - Utilmate.com
3. We are adding a price class for the Solar Saver for you to be able to select.
4. May also want to send through communication with your clients.

Reference links:

- ▶ AER Solar sharer document:
<https://www.aer.gov.au/system/files/2026-03/Solar%20Sharer%20Offer%20-%20Fact%20Sheet%20for%20Retailers%20March%202026.pdf>
- ▶ DCCEEW:
Default Market Offer - DCCEEW

ESC reforms

From 1 October 2026 the confirmed changes will be implemented:

- ▶ Starting 1 October 2026, energy retailers won't be able to offer plans that only allow one payment method, such as direct debit only. Any new plans introduced after this date must support a variety of payment options, including in-person payments (like Australia Post), phone, mail, direct debit and EFT. Retailers must also provide at least one widely used payment option that doesn't charge any fees. This rule already applies to Standard Retail Contracts and will now apply to Market Retail Contracts as well. Retailers can still charge reasonable payment fees or offer discounts linked to certain payment methods, but any fees must only cover the real cost of processing that payment type. There is no requirement for retailers to offer paper billing.
- ▶ A principles-based obligation will require retailers to implement effective processes that enable customers to transition to the most suitable offer available to them. At a minimum, retailers must:
 - ▶ Provide clear instructions on their website outlining how customers can switch plans and offer both online and telephone channels for customers to change plans.

ESC reforms continued

- ▶ Retailers must automatically transfer eligible customers to their best available offer.
- ▶ Eligible customers must be automatically moved to their best available offer if they:
 - ▶ receive hardship/PDF assistance
 - ▶ are 3+ months in arrears with debt over \$1,000
- ▶ Retailers must assess eligible customers every 6 months, provide 10 business days to opt out reassess customers already on their best offer within 6 months.
- ▶ This applies to residential Market & Standard Retail Contracts and excludes plans linked to energy asset repayments, VPP memberships, retailer-controlled energy assets.
- ▶ Family violence exception applies where switching may create significant risk of harm

ESC Reforms

Your Utilmate actions:

1. check what payment methods you have available for your customers.
[Mail merge templates - edit - Utilmate.com](#)
2. Check your correspondence for plan switching.
3. Utilmate will give access to track customers who ignore the better offer message through a report.

Reference links:

- ▶ ESC:
[Energy Consumer Reforms](#)
- ▶ ESC:
[Victorian Default Offer | Essential Services Commission](#)

Disconnection Threshold and Victoria Better Offer Threshold

- ▶ 1 July 2026, AER increase minimum disconnection threshold from \$300-\$500 (inc. GST)
- ▶ 1 October 2026, ESC and PDF increase minimum disconnection threshold from \$300-\$1000.
- ▶ Also, in Victoria from 1 October 2026 the better offer threshold is increasing from \$22-\$50.

Disconnection Threshold and Victoria Better Offer Threshold

Your Utilmate actions:

1. Update minimum amounts on your treatments
Treatments - edit - Utilmate.com
2. Vic vs Non-Vic will need to split treatment types.
3. Utilmate will do a code change for better offer threshold

Reference Links:

- ▶ AER
<https://www.aer.gov.au/industry/registers/resources/reviews/minimum-disconnection-amount-2025-review>
- ▶ ESC
[Energy Consumer Reforms](#)

Australia Removal of Credit Card Fees

From 1 October 2026

- ▶ Surcharges will be banned on most Visa, Mastercard and eftpos transactions.
- ▶ The reforms also include lower interchange fees for merchants.
- ▶ The change applies based on the payment date, not the invoice date — payments made on or after 1 October 2026 will be subject to the new rules.

What this means: Businesses will need to ensure applicable card surcharges are no longer charged for payments processed from 1 October 2026.

Australia Removal of Credit Card Fees

Your Ultimate actions:

- ▶ You will need to raise a ticket to confirm the copy of the message you would like displayed on the MyAccount portal.
- ▶ Review your correspondence and invoice templates and raise a ticket for changes.

Reference links:

RBA-:

Frequently Asked Questions - Removal of payment surcharges from 1 October 2026 | RBA

Product Roadmap

Completed

- ▶ Building-based Transaction runs
- ▶ Dashboard transaction exception aggregation view
- ▶ Dashboard performance
- ▶ EIC - Explicit Inform Consent collection

In progress

- ▶ MyAccount settings moving to CRM
- ▶ Role Based Access Control (RBAC) added to CRM
- ▶ Public API Improvements

Coming up

- ▶ Improved revert-to-owner flow

Australia Exempt Retail Comparison Standing

Exempt retailers must ensure their electricity prices do not exceed the applicable standing offer.

This means regularly comparing customer rates against the relevant DMO or VDO benchmark to ensure pricing remains compliant.

Identification

Identification type: Drivers Licence

Identification number: 0

Identification expiry date: 8/31/2026

Bill delivered by email

Your utility plan

These are our current electricity tariffs (including GST) for The Big Apartment Building and may vary from time to time. We will give you notice of any variations in accordance with applicable laws and codes. **terms and conditions of supply**, and I provide consent to be supplied with electricity.

Your price plan is **12.5% more expensive** than the standing offer for this building.

Your utility plan

Tariffs, fees and charges, terms of supply and other important information about your utility plan are contained in your:

- Basic Plan Information Document, Disclosure Statement and Market Retail Contract (for electricity customers); or
- Site Pack (for other utilities and customers of Exempt Sellers).

Please refer to your **terms and conditions of supply**.

Your Utimate actions:

- ▶ If you would like this enabled you will need to raise a support ticket.

Half-hourly Data Required for Reconciliation and TOU Billing Changes for NZ

From 1 October 2026, New Zealand electricity traders will be required to submit half-hourly consumption data for reconciliation where a half-hour capable meter is installed.

New Electricity Billing Standards for NZ

- ▶ The Electricity Authority is introducing new billing standards to make electricity bills clearer, more consistent and easier to compare – similar to Australia's Better Bills reforms.
- ▶ Changes include clearer billing information, annual better-plan checks, stronger comparison/switching prompts, and back-billing protections generally limited to six months.
- ▶ Utilmate has created an updated NZ invoice template to help clients prepare for the new requirements.
- ▶ The reforms start from 30 October 2026, with retailers given until 1 April 2027 to fully comply.

Timeline for Compliance Changes

Compliance Change	Who Does it effect	When does it come into effect	Utilmate actions
Victoria Midday Power Saver	Victoria	1 October 2026	- Timing Profiles - Price Plans - Correspondence - Price plan class added by Utilmate
ESC reforms	Victoria	1 October 2026	- Have at least one fee free method - Check correspondence - Utilmate will give access to track customers who ignore better offer messages
ESC disconnection threshold increase	Victoria	1 October 2026	- Update minimum amount on treatment - May need to split treatment type
Better offer threshold increase	Victoria	1 October 2026	- Utilmate will do a code change
HHR data and TOU billing NZ	NZ	1 October 2026	
NZ Billing Standards	NZ	1 October 2026	

Q and A

We're invested in helping you achieve and maintain compliance; however, accountability for meeting compliance obligations ultimately sits with you.