

Utilmate Compliance Webinar May 2026

Solar Sharer Offer (SSO) under Default Market Offer (DMO) framework

- 3 hours of free electricity with smart meters
- South Australia 12pm-3pm
- NSW and South Queensland 11am-2pm
- Optional for customer to sign up.
- It is mandatory to offer it if you have over 1000 customers
- From the 1 July 2026

Who does this effect?

Unembedded networks

(Embedded networks expected to be brought in later)

Solar Sharer Offer (SSO) under Default Market Offer (DMO) framework

Your Utilmate actions:

1. Create timing profiles. Refer to knowledgebase article [Pricing - Timing Profiles](#)
2. Create new price plans. Refer to knowledgebase article [Pricing - create, duplicate or edit](#)
3. 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. Refer to knowledgebase article [Buildings - add price plans](#)
4. Send communications to your customers.

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](#)

Victorian Midday Power Saver under the VDO framework

- 3 hours midday
- 1 October 2026
- Will be an opt in TOU tariff

The ESC will provide more information on or around 26 May 2026.

Victorian Midday Power Saver under the VDO framework

Your Utilmate Actions:

1. Create timing profiles
[Pricing - Timing Profiles - Utilmate.com](#)
2. Create Price Plans
[Pricing - create, duplicate or edit - Utilmate.com](#)
3. 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](#)
4. Send communications to your customers.

Reference links:

AEC
<https://www.energycouncil.com.au/news/statement-on-the-victorian-government-s-midday-power-saver-offer/>

VIC Govt
<https://www.premier.vic.gov.au/three-hours-free-power-every-day>

AER/AEMC Better Bills Guideline and Enhanced Better Offer Obligations

From 1 July 2026:

- ▶ Better offer message to be visible on more documents.
- ▶ Retailers restricted from price increase more than once every 12 months.
- ▶ Customers cannot automatically roll onto price higher than standing offer price.
- ▶ Mandatory FEE-FREE payment method ensuring all consumers have at least ONE fee-free payment option.

From 30 December 2026:

Retailers need to ensure hardship customers are not paying more than the retailers 'deemed best offer'.

AER/AEMC Better Bills Guideline & Enhanced Better Offer Obligations

Your Utilmate Actions:

1. Changes will need to be made to your correspondence templates to include the Better Offer message. For example, your welcome letter, customer statement. Refer to our Knowledge Base article [Mail merge templates - edit](#)
2. Check payment methods you are offering to customers. One fee-free method is requirement.
3. Utilmate will provide better offer message reporting.

Reference links:

- ▶ AER
https://www.aer.gov.au/system/files/AER%20-%20Better%20Bills%20Guideline%20%28Version%20%29%20-%20January%202023_0.pdf
- ▶ AEMC
<https://www.aemc.gov.au/rule-changes/improving-ability-switch-better-offer>

Victoria Default Offer (VDO) and upcoming ESC reforms

From 1 July 2026 confirmed changes:

- Retailers to review prices at least once a year for customers on same electricity plan for 4 or more years. (Retailers can choose when to do this).
- Retailers are required to ensure any discount/charges are limited to reasonable costs. This is applied to all (including legacy) prior to 1 July 2020.
- Retailers are not expected to amend legacy contracts but to ensure compliance going forward.

Victoria Default Offer (VDO) and upcoming ESC reforms

From 1 October 2026 confirmed changes:

- Retailers will not be allowed to offer plans that allow only 1 payment method eg direct debit. New plans must support a variety of options: phone, mail, EFT, etc.
 - Already applied to standard retail contracts and now applies to Market retail contracts as well.
 - Fees must only cover the real cost of processing that payment type.
- Principle based obligation will require retailers implement process to enable customers to transition to the most suitable offer available. At minimum:
 - Provide clear instructions on their website outlining how customers can switch plans
 - Offer both online and telephone channels for customers to change plans.

Utilmate is committed to supporting you in achieving and maintaining compliance; however, responsibility for meeting all compliance obligations ultimately remains with your organisation.

Victoria Default Offer (VDO) and upcoming ESC reforms cont.

- 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

Victoria Default Offer (VDO) and upcoming ESC reforms

Your Utilmate Actions:

1. Changes will need to be made to your correspondence templates to include the Better Offer message. For example, your welcome letter, customer statement. Refer to our Knowledge Base article [Mail merge templates - edit](#)
2. Check payment methods you are offering to customers. One fee-free method is requirement.
3. Utilmate will provide better offer message reporting.

Reference links:

- ▶ AER
https://www.aer.gov.au/system/files/AER%20-%20Better%20Bills%20Guideline%20%28Version%20%29%20-%20January%202023_0.pdf
- ▶ AEMC
<https://www.aemc.gov.au/rule-changes/improving-ability-switch-better-offer>

Disconnection Thresholds and Victoria Better Offer Threshold

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

Disconnection Thresholds and Victoria Better Offer Threshold

Your Utilmate Actions:

1. Update minimum amounts on your treatments. Refer to our Knowledge Base article [Treatments - edit](#)
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](#)

NSW Hot water Conversion Reform

NSW: From 1 July 2026 hot water conversion change from L(litres) to Mj (megajoule) and kWh (kilowatt-hour).

Your Utilmate Action:

1. Provide Utilmate with the conversion factor for each building. For example:
 - ▶ **If Gas is used to make the hot water:**
Total MJ = Litres Consumed × Conversion Factor (MJ/L)
 - ▶ **If Electricity is used to make the hot water:**
Total kWh = Litres Consumed × Conversion Factor (kWh/L)

Reference links:

NSW Govt
[Energy charges and fees | NSW Climate and Energy Action](#)

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NZEA Reforms

From 30 October 2026 the following reforms will be required on invoices.

1. Add link to an electricity plan comparison platform - Billy (<https://billy.govt.nz>)
2. All dollar amounts shown to customers must include GST.
3. If NZEA requires changes to be made, you will have up to 3 months to implement and complete the required updates.

Important takeaway:

- Bills presented in standardised format and to use plain language.
- Include info to help consumers compare plans and switch.

NZEA Reforms

Your Utilmate Actions:

1. Utilmate will make the invoice changes to our NZ clients.

Reference links:

NZEA

https://www.ea.govt.nz/documents/9376/Electricity_Industry_Participation_Code_Improving_Electricity_Billing_Amendment_2026.pdf

NZEA

https://www.ea.govt.nz/documents/9365/Improving_electricity_billing_in_New_Zealand.pdf

Removal of credit card fees in Aus/NZ

Australia

- From 1 October 2026 nationwide reform will ban surcharge on most Visa, Mastercard, and Eftpos transactions. Alongside lower interchange fees for merchants.
- American Express and a select few other types are not included yet.

New Zealand

- New Zealand is also progressing with similar reforms but is currently on hold.

Removal of credit card fees in Aus/NZ

Your Utilmate Actions:

1. Utilmate will need to update all Myaccount payment pages, invoice templates and other correspondence to remove mention of fees.
2. Stripe and Gocardless will need fees to be stopped on top of payment amounts
3. Note that Ezidebit controls their own fees.

Reference link:

- RBA

<https://www.rba.gov.au/payments-and-infrastructure/review-of-retail-payments-regulation/2026-03/?>

-Eftpos NZ

<https://blog.eftpos.co.nz/blog/2026-surcharge-ban-guide-for-nz-businesses?>

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Utilmate Family Violence Protection Framework



Creating User passwords to access accounts so that their energy cannot be turned off without approval.



Adding MFA (Multifactor Authentication) onto the MyAccount.



Stopping move in/move outs on family harm accounts.



Stopping correspondence going to a family harm account.

Timeline for Compliance Changes

Compliance Change	Who Does it effect	When does it come into effect	Your actions
SSO	NSW, QLD and SA	1 July 2026	<ol style="list-style-type: none"> 1. Timing profiles 2. Price plans 3. Correspondence templates
Victoria Midday Power Saver	Victoria	1 October 2026	<ol style="list-style-type: none"> 1. Timing profiles 2. Price plans 3. Correspondence templates
AER/AEMC Better bills and reforms	NSW, QLD,SA,TAS,ACT	1 July & 30 December 2026	<ol style="list-style-type: none"> 1. Change correspondence templates 2. Have at least one fee free payment method available 3. Utilmate will provide better offer message reporting
VDO and ESC reforms	Victoria	1 July 2026 & 1 October 2026	<ol style="list-style-type: none"> 1. Have at least one fee free payment method 2. Check correspondence 3. Utilmate will provide better offer message reporting
AER disconnection threshold increase	NSW,QLD,SA,TAS,ACT	1 July 2026	<ol style="list-style-type: none"> 1. Update minimum amount on treatment 2. May need to split treatment type
ESC disconnection threshold increase	Victoria	Date tbd	<ol style="list-style-type: none"> 1. Update minimum amount on treatment 2. May need to split treatment type
Better offer threshold increase	Victoria	1 October 2026	<ol style="list-style-type: none"> 1. Utilmate will do a code change
NSW hot water conversion reform	NSW	1 July 2026	<ol style="list-style-type: none"> 1. Provide Utilmate with conversion factor
NZEA reforms	NZ	30 October 2026	<ol style="list-style-type: none"> 1. Utilmate will make the invoice changes
Removal of credit card fees	Australia and NZ	Australia: 1 October 2026 NZ: date tbd	<ol style="list-style-type: none"> 1. Remove the phrase fees from customer correspondence 2. Stripe and Gocardless fees to be stopped.

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Q and A

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