

## ENERGY FACTS: DISTRIBUTION CONTACTS

Most queries should be directed to your retailer. Your retailer's number is on your bill or available from [www.esc.vic.gov.au/yourchoice](http://www.esc.vic.gov.au/yourchoice) or by calling **1300 134 575**. The numbers on this list provide are to report faults and leaks or for electricity enquiries where you have been advised that you need to speak to the distributor for your area.

### ELECTRICITY DISTRIBUTORS

Distributors own and manage the poles and wires in the street to deliver electricity to your home. There are five electricity distributors licensed to deliver electricity to consumers through their networks, and they are each responsible for a geographic region of Victoria.

Company	Area Served	Faults	General Enquiries
Powercor Australia <a href="http://www.powercor.com.au">www.powercor.com.au</a>	Western suburbs and western Victoria	13 24 12	13 22 06
SP Ausnet <a href="http://www.sp-ausnet.com.au">www.sp-ausnet.com.au</a>	Outer northern and eastern suburbs and eastern Victoria	13 17 99	1300 360 795
United Energy Distribution <a href="http://www.ue.com.au">www.ue.com.au</a>	Southern suburbs and Mornington peninsula	13 20 99	1300 131 689
Citipower <a href="http://www.citipower.com.au">www.citipower.com.au</a>	City and inner suburbs	13 12 80	1300 301 101
Jemena <a href="http://www.jemena.com.au">www.jemena.com.au</a>	Northern and south-western suburbs	13 16 26	13 16 26

### GAS DISTRIBUTORS

Distributors own and manage the pipes in the street to deliver gas to your home. There are three gas distributors licensed to deliver electricity to consumers through their networks, and they are each responsible for a geographic region of Victoria.

Company	Area Served	Gas Leaks & Emergencies
SP Ausnet <a href="http://www.sp-ausnet.com.au">www.sp-ausnet.com.au</a>	Outer western suburbs and western Victoria	136 707
Envestra <a href="http://www.envestra.com.au">www.envestra.com.au</a>	Northern suburbs, Mornington Peninsula and eastern Victoria	1800 676 300
Multinet Gas <a href="http://www.multinetgas.com.au">www.multinetgas.com.au</a>	Eastern suburbs	13 26 91

If you are not sure of your distributor, call **132 771** to report a gas leak or emergency.

#### About this Document

This Document has been prepared by the Essential Services Commission - the independent regulator of the energy and water industries in Victoria. For further information, visit [www.esc.vic.gov.au/yourchoice](http://www.esc.vic.gov.au/yourchoice) or call 1300 134 575.