

## ENERGY FACTS: INDUSTRY OVERVIEW

### How electricity is delivered to you



#### Generation

Generators produce electricity and compete to sell what they produce into a national electricity market that covers Victoria, New South Wales, the ACT, Queensland and South Australia.



#### Transmission

The transmission network transports electricity from the generator to the major distribution points in Victoria.



#### Distribution

Distributors own and manage the poles and wires in the street to deliver electricity to your home.

**If you switch retailer, your distributor does not change. The quality and reliability of your supply will not change and you do not need a new meter.**

There are five licensed electricity distributors each responsible for a geographic region of Victoria.



#### Retail

Retailers buy the electricity in bulk from generators and sell it to you. They develop packages and services to meet your needs.



#### This is where you have choice.

Retailers manage aspects of your electricity supply such as connections, billing, and customer service. They also act on your behalf with the other companies in the electricity industry.

Your retailer should usually be your first point of contact for outages, billing enquiries, complaints etc

### How gas is delivered to you



#### Sources of Gas

The vast majority of Victoria's gas comes from production areas in the Gippsland Basin (Bass Strait). The rest comes from the Otway Basin and also from the Victorian - NSW interconnection.



#### Transmission

The transmission network transports gas from the sources to the major distribution points throughout Victoria.



#### Distribution

Distributors own and manage the pipes in the street to deliver gas to your home.

**If you switch retailer, your distributor does not change. The quality and reliability of your supply will not change and you do not need a new meter.**

There are three licensed gas distributors each responsible for a geographic region of Victoria.



#### Retail

Retailers buy the gas from the producers and sell it to you. They develop packages and services to meet your needs.



#### This is where you have choice.

Retailers manage aspects of your gas supply such as connections, billing, and customer service. They also act on your behalf with the other companies in the gas industry.

Your retailer should usually be your first point of contact for outages, billing enquiries, complaints etc.

#### 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.