

Important changes to our Market Retail Contract

What's happening?

Our Market Retail Contract terms and conditions change from 1 July 2026.

These terms form part of your energy plan and outline your rights and obligations, as well as what to expect from us.

Summary of changes

Key changes made to reflect new regulatory requirements and other changes, applicable to Victorian customers.

Change summary	Change details
<ul style="list-style-type: none">• Energy plan<ul style="list-style-type: none">– How your plan works– Changing plans• Discounts• Plan benefits	<p>How your plan works</p> <ul style="list-style-type: none">• Clause 1.2 and 5.2: If you're no longer eligible for your plan, we may choose to keep you on the plan, end your contract and transfer you to our standing offer, or offer you a new plan.• Clause 4.3: If you move or are new to EnergyAustralia, your benefit period starts when we become responsible for supplying energy at your address.• Clause 4.8, 4.9, 4.10 and 10.1: We'll only charge fees where energy laws allow. <hr/> <p>Changing plans</p> <p>Clause 5.3: If your premises are in Victoria and you are on an older contract, on our EnergyAssist program, or in significant debt, energy laws may require us to move you to a cheaper plan. If this happens, we'll let you know and give you 10 business days to opt out.</p> <hr/> <p>Fairer discounts – clause 6.1</p> <p>If a discount has conditions that don't reflect our reasonable costs, we will still apply the discount even if you don't meet the conditions. We may also choose to waive conditions associated with your benefit.</p> <hr/> <p>Changes to benefits, prices and energy payments</p> <p>Clause 6.2: When your Benefit Period ends, your benefits will continue unless we notify you that your benefits will change or end. Our notice may include an offer of new Benefits, or it may ask you to contact us to agree to a new plan. If we make an offer and you don't reject it within the notice period, the new Benefits will apply. If you reject our offer but don't ask us to end your contract, we may end your contract and move you to our standing offer (if allowed by energy laws).</p> <p>Clause 10.2: Energy payments we make to you (such as solar feed in credits) may change if allowed by law. If they do, we'll let you know in advance.</p>

Other important updates

- Fraudulent activity
- Privacy Act Notice
- Updates for clarity and consistency
- GreenPower

Other important updates

- **Clause 12.5:** If we suspect an account has been set up through fraud or illegal activity, we may end the contract or disconnect supply where allowed by law. We'd ask you to verify your account before this happens.
- **Privacy Act Notice:** Our privacy notice explains that we may contact you about other products, unless you've opted out of marketing communications.
- We've made minor grammatical and administrative corrections to improve clarity and consistency between our processes and contract terms.
- Lastly, GreenPower terms have been removed from the Market Retail Contract booklet and are listed on our website.

 [View a copy](#)

The updated **Market Retail Contract** is available at energyaustralia.com.au/terms along with the current version.

If you're on our Market Retail Contract before 1 July 2026, those terms and conditions will be replaced by our updated Market Retail Contract terms and conditions.