

Fact Sheet – Industry Structure

Victoria's electricity industry structure was established in 1994 when the former SEC was privatised and the Victorian Government established a new regulatory framework. Victoria's electricity industry is split into four segments:

1. Generation
2. Transmission
3. Distribution
4. Retail

Generation companies produce electricity and compete to sell it in the wholesale National Electricity Market (NEM). The NEM is operated by the National Electricity Market Management Company (NEMMCO). NEMMCO co-ordinates the interconnected electricity systems of Victoria, New South Wales, South Australia, Queensland and the Australian Capital Territory.

The Transmission sector transports electricity from generators at extra high voltage across Victoria to distributors like CitiPower and Powercor. Victoria's transmission grid also connects with the grids of New South Wales and South Australia. SP AusNet owns Victoria's transmission network.

CitiPower and Powercor and two of five private companies that operate in the Distribution sector of Victoria's electricity industry. Distributors convert electricity from the transmission network into high and low voltages and deliver it to Victorian homes and businesses.

CitiPower and Powercor's major focus is developing and maintaining the quality and reliability of the electricity supply we deliver.

The Retail sector of the electricity market sells electricity. Retail companies issue your electricity bill.

Victoria's Essential Services Commission oversees the distribution and retail sectors of Victoria's electricity market.

Electrical safety is regulated by Energy Safe Victoria (ESV).

The Energy and Water Ombudsman of Victoria (EWOV) can handle unresolved issues between electricity companies and customers.