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BE ASSURED
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WHAT TO EXPECT
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BE ASSURED THAT OUR SALES PEOPLE WILL:
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ENERGY ASSURED MEMBERS GO TO GREAT LENGTHS TO ENSURE THAT WE EMPLOY THE RIGHT PEOPLE TO SELL AT YOUR DOOR.

- ✓ All prospective sales agents are screened using a 100 point identification check, a criminal history check and reference check.
- ✓ New sales agents who succeed in achieving screening standards are then registered on an industry central register. Only fully registered sales agents may display the Energy Assured logo and undertake sales activities.
- ✓ Sales agents undergo an ongoing training, accreditation and assessment process to ensure they always comply with the Code and meet your expectations.
- ✓ Any sales agent who breaches the Code faces disciplinary action which can include, retraining, having their Energy Assured accreditation suspended and/or deregistration for up to 5 years.



be courteous, professional and respect your wishes

only call during permitted times of the day

cease contact when you advise them that the contact is inconvenient, unwelcome or inappropriate

always identify themselves and provide you with their name, the company they represent and their ID

communicate with you clearly and truthfully and never use high pressure sales tactics

explain any cooling-off period and what will happen next

ensure that you understand any agreements made

explain to you fully the terms of any contract, inclusive of price and any associated fees

never exploit your inexperience or vulnerability; and

comply with applicable regulatory requirements.

After a sale has been completed, the Code requires an independent person to verify that you were satisfied with the way the sale was conducted, and that you understand that a contract has been entered into.

YOUR MEMBER

For NSW gas;
AGL Retail Energy Limited, ABN 21 074 839 464
L22, 101 Miller Street, North Sydney NSW 2060

For NSW electricity and for gas and electricity in VIC, QLD and SA;
AGL Sales Pty Limited, ABN 88 090 538 337
L22, 120 Spencer Street, Melbourne VIC 3000

AGL Contact details;
Telephone 131 245.
Email customer.service@agl.com.au

For Powerdirect electricity in all states;
Powerdirect Pty Ltd, ABN 28 067 609 803
L22, 101 Miller Street, North Sydney NSW 2065
Telephone 1300 307 966.
Email info@powerdirect.com.au

OMBUDSMAN

NEW SOUTH WALES
ewon.com.au
T: 1800 246 545

SOUTH AUSTRALIA
eiossa.com.au
T: 1800 665 565

QUEENSLAND:
ewoq.com.au
T: 1800 662 837

VICTORIA
ewov.com.au
T: 1800 500 509

For further information on the Code contact:

The Code Manager
Energy Assured Limited
Suite 3, Level 5, 189 Kent Street
Sydney, NSW 2000
info@energyassured.com.au
energyassured.com.au

Information Accessibility

Copies of this brochure are available online at energyassured.com.au in larger font sizes for those with visual impairment.



For Energy Assured information translated in Italian, Greek, Chinese, Arabic, Vietnamese and Korean please visit energyassured.com.au. If you require interpreter services please contact your Energy Assured member.

This brochure is printed on Australian made, recycled and greenhouse friendly paper.



Be **confident** in buying energy at your doorstep



WHAT IS ENERGY ASSURED?

Energy Assured operates a voluntary Code of Practice for face-to-face marketing of energy contracts. The Code aims to ensure the highest standards in door to door selling practices by energy salespeople.

Members of Energy Assured comprise both energy retailers and the marketing companies that they use to perform door to door sales.

THE CODE REQUIRES MEMBERS TO ONLY ENGAGE SALES PEOPLE THAT MEET THE CODE'S STRINGENT REQUIREMENTS.

WHY THE CODE?

THE CODE WAS ESTABLISHED BY THE ENERGY INDUSTRY IN 2011 TO IMPROVE THE CONSUMER EXPERIENCE, REDUCE COMPLAINTS AND INCREASE CONSUMER CONFIDENCE IN THE DOOR TO DOOR SALE OF RETAIL ENERGY PRODUCTS.

Whilst recognising that there are laws, such as the Australian Consumer Law, that govern door to door sales, the Code aims to lift the bar further and ensure the strictest compliance and most ethical practices by sales agents that represent energy retailers at the door.



THUS THE NAME 'ENERGY ASSURED'.



HIGH STANDARDS ASSURED

The success of the Code relies on a member's full compliance with the Code and a robust approach taken to ensuring compliance which includes:

- ✓ the employment of a full time and independent Code Manager to oversee the day-to-day operational compliance of members;
✓ a range of sanctions available to the Code Manager if members breach the Code, including requiring remedial action and formal and public admonishments;
✓ monthly reporting by members to the Code Manager; and
✓ annual code audits to inspect members' systems and controls, report on any areas of non-compliance and implement remedial action if required.

INDEPENDENT CODE PANEL

An independent Code Panel has also been appointed to oversee the strategic operations of the Code.

The Code Panel is a group of experienced representatives from a variety of backgrounds that are independent to members.

THE PANEL APPROVES SANCTIONS, JUDGES ANY APPEALS, AND REVIEWS AND RECOMMENDS FURTHER DEVELOPMENTS TO THE CODE.

FEEDBACK

THEY WILL ACTION YOUR COMPLAINT AND PROVIDE YOU WITH FEEDBACK WITHIN 21 DAYS

Energy Assured members monitor the performance of their salespeople regularly and have rigorous processes to ensure they provide the best service possible.

If you have had a visit from an energy sales agent and you were happy with your experience, why not let the member know (see back page for details).

If your experience was in any way unsatisfactory, or if you would like to make a complaint, please contact the member concerned.

They will action your complaint and provide you with feedback within 21 days of you raising a complaint and can also provide you with a full copy of the Code.

If you're still unsatisfied with the outcome or would like further advice to understand your rights as a consumer, you can always contact the relevant energy ombudsman in your State or Territory (see back for details). The Code operates separately to the ombudsman scheme.

If you have questions about the Code itself please contact the Code Manager or visit the Energy Assured website at energyassured.com.au

QUESTIONS?

For further information and to obtain a copy of the code, please visit energyassured.com.au

