National Customer Code

Energy Brokers, Consultants & Retailers Proudly supported by the Energy Charter

ROCKET LAUNCH

ONLINE LIVE EVENT 25 MARCH | 1:00 - 2:00PM AEDT

Vaughan Furniss, EnergyAustralia Sharon Musker, WiseUp Energy Solutions Etienne Quayle, Electrical Consultancy WA Andrew Randall, Metropolis Metering Anthony Cooper, Business Australia

What's the Customer Code?

- Industry co-designed Customer Code for energy brokers, consultants and retailers
- **Objective:** The aim is to give large customers confidence that we are working together in their best interests and delivering value to them
- The Code is about raising standards of industry practice, strengthening trust and confidence and delivering better outcomes for large customers
- It addresses some of the concerns raised in the ACCC Inquiry into the National Electricity Market 2018



Four customer commitments

- **1. Customer centricity** putting customers at the centre of their business and making decisions based on what is in the customers' best interests.
- **2. Transparency** providing clear, accurate and relevant information to help customers make informed choices.
- **3.** Fit for purpose ensuring that products and services are responsible, accurate and meet customer expectations.
- **4. Accountability** being responsive to customer needs and taking prompt, appropriate action if a customer makes a complaint to ensure continuous improvement.



Customer Code Council

- The Customer Code is **governed** by the Customer Code Council which comprises representatives of key stakeholders including brokers, consultants, retailers and customer representative bodies
- Our job is to promote the benefits of the Customer Code and undertake periodic reviews of the Customer Code
- The Customer Code Council has appointed Anne Whitehouse, Sales Assured as the **Administrator**
- The Administrator is independent of the signatories and Customer Code Council and is responsible for the day-to-day administration and monitoring of this Code



Current signatories include...

- 1. AGL
- 2. Arena Consulting
- 3. Aurora Energy
- 4. Australian Gas Infrastructure Group
- 5. Australian Systems Integration
- 6. Australian Utilities
- 7. Choice Energy
- 8. CS Energy
- 9. Dwayhe Consultants
- 10. Edge 2020
- 11. Enel X Australia
- 12. Electricity Consultancy WA
- 13. EnergyAustralia
- 14. Energy Brokers
- 15. Energy Marketplace
- 16. Energy Pulse
- 17. Eutility
- 18. Horizon Power

19. Key Energy Resources 20. Knight Energy 21. Make it Cheaper 22. Marciniak Group 23. Metropolis Metering 24. Mondo 25. Origin Energy 26. Power Choice 27. Power Maintenance 28. Power Select 29. Power Select NSW 30. Results Rewards 31. Smartest Energy 32. Stanwell 33. Strata Energy Services 34. T&O Energy Consultants 35. The Energy Alliance 36. Wise Up Energy



Introducing our Panel.....



Vaughan Furniss, EnergyAustralia Sharon Musker, WiseUp Energy Solutions Etienne Quayle, Electrical Consultancy WA Andrew Randall, Metropolis Metering Anthony Cooper, Business Australia



How do I sign up?







Signatory	Annual fees
Individual consultant	\$275
Broker/Consultant – 2-5 FTE employees	\$800
Broker/Consultant – 6-10 FTE employees	\$1,250
Broker /Consultant- 11+ FTE employees	\$2,200
Energy business supplying/selling <50k customers	\$2,800
Energy business supplying/selling 50k-200k customers	\$4,500
Energy business supplying/selling >200k customers	\$6,000

Signing up is easy – please contact Anne on <u>awhitehouse@energyassured.com.au</u>



Need more info?

The Customer Code is available at:

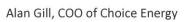
https://www.theenergycharter.com.au/nationalcustomer-code/

Or get in touch with a colleague on the Customer Code Council.....



Adam Bronks, Director Energy Marketplace







MAKE A DIFFERENCE

BE



#BETTER TOGETHER

