



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



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How do I sign up?



**BE
INVESTED**
MAKE A DIFFERENCE



The Energy
Charter

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 awhitehouse@energyassured.com.au



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Need
more
info?

The Customer Code is available at:

<https://www.theenergycharter.com.au/national-customer-code/>

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



THINK
BIG
BE BOLD!

Adam Bronks, Director
Energy Marketplace



BE
INVESTED
MAKE A DIFFERENCE!

Alan Gill, COO of Choice Energy



#BETTER
TOGETHER

Sharon Musker - Director and
Founder of Wise Up Energy Solutions

