

## CHECKLIST FOR LARGE ENERGY USERS

Are you considering using an energy broker or consultant to support you in your energy needs? This checklist has been created by the [National Customer Code for Energy Brokers, Consultants and Retailers](#) to assist you with asking your energy broker or consultant the right questions.

### TRANSPARENCY

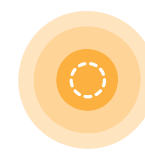


- Are their communications with you in plain terms, accessible and understandable?
- Have they provided you with a clear understanding of the processes and timeframes involved (including Letters of Authority, Metering Request Forms, data requests and billing)?
- Have they provided insightful and useful information (such as communications material on how the energy market works) and accessible tools to assist you?
- Have they provided you with access to your energy data within specified timeframes?
- Have they provided you with copies of fair contractual terms?
- Have they informed you about:
  - The presence of any applicable commercial arrangements between them and energy retailers?
  - The retailers from whom they have sought offers for you and which retailers are participating in the energy offers?
  - Their costs, commissions and fee structures, including ongoing fees and terms?
  - The key terms of the broker, retailer, consultant and metering contracts, including the length of the service contract, the metering contract and the energy retail contract, key contestable and non-contestable charges and any termination fees or their methodology for calculation?
- Are the energy offers presented in a simple, unbiased and comparable way?

### FIT FOR PURPOSE



- Have they offered you energy products and services that best meet your needs and preferences, supported by effective tools and incentives for you to manage energy use and cost?
- Have they been open and transparent about the products and services that they cannot help you with?
- Can you easily compare energy products and services and see how they meet your needs and preferences?
- Have they explained the process for taking up energy products and services and helped you to manage the contract throughout its lifetime?
- Have they helped you to get complete and accurate bills on time?
- Prior to the end of your energy contract for products and services, have they given you reasonable notice of its end date and the steps that you can take?



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### ACCOUNTABILITY

- Have they encouraged your feedback and taken it on board?
- If they have not met your expectations, have they clearly communicated how they will address the issue/s in a timely manner?
- Do they have a clear, effective and accessible dispute resolution process to resolve your complaints?
- If they have not resolved a complaint, have they provided information on the appropriate jurisdictional body?
- Are they up to date on material developments in the energy market that may impact you?

### ABOUT THE CUSTOMER CODE

#### HOW DO I KNOW WHETHER A BROKER OR CONSULTANT IS A SIGNATORY TO THE CUSTOMER CODE?

Look for the Customer Code logo (above) on your energy broker or consultant's website and check the list of official signatories on [National Customer Code](#)

#### WHAT IS THE CUSTOMER CODE?

The objective of the Customer Code is to give large energy customers, confidence that we are working together in their best interests and delivering value. The Customer Code aims to raise standards of practice, strengthen trust and confidence and deliver better outcomes for customers. The intention of the Customer Code is to address some of the concerns about third party intermediaries' selling practices raised in the ACCC Retail Electricity Pricing Inquiry Report 2018.

The Customer Code is a high- level, principles-based code which has four commitments to customers:

1. **Customer centricity** – put customers at the centre of our business and make decisions aligned with driving positive customer outcomes.
2. **Transparency** – provide clear, accurate and relevant information to help customers make informed choices.
3. **Fit for purpose** – offer responsible and accurate products and services that are driven by customer needs and preferences.
4. **Accountability** – be responsive to customer needs and take prompt, appropriate action if customers make a complaint and enquiries to ensure continuous improvement.

Visit [National Customer Code](#) for more information.