



NATIONAL CUSTOMER CODE

Energy Comparators & Energy Moving Services

WHAT'S THE CODE?

The aim of the National Customer Code for Energy Comparators and Energy Moving Services is to give customers using these channels confidence that we are working together in their best interests and delivering value to them. Energy retailers and suppliers are also working in customers' interests as Supporters of the Customer Code. The intention of the Customer Code is to address some of the concerns about third party intermediaries' selling practices raised in the Australian Competition and Consumer Commission (ACCC) Retail Electricity Pricing Inquiry Report 2018.

WHAT'S THE CUSTOMER BENEFIT?

The Customer Code provides you with more confidence and peace of mind that your energy comparator or energy moving service is:

- Putting you at the centre of what they do
- Acting in your best interests with honesty and integrity
- Committing to being knowledgeable, transparent and professional
- Providing you with fit-for-purpose advice based on accurate and complete information
- Meeting industry best practice standards
- Understanding the energy market and has the requisite knowledge to help you
- Growing trust and reputation across the industry
- Collaborating across the energy industry to work better together

WHY SHOULD I SIGN UP?

Signing up the Code is voluntary. The more signatories, the better for customers and for growing trust and reputation in the industry. If you're an energy comparator, energy moving service, energy retailer or supplier the benefits of the Code may include:

- Differentiating yourself by publicly committing to "doing the right thing by your customers"
- Demonstrating practically that you are working in the best interests of your customers
- Increasing your accountability to customers and partners to do the right thing
- Ensuring best practice within your business
- Improving your reputation and standing
- Lifting the standards of the industry to meet customer and community expectations

- Being part of a cohort who are aligned in their values to deliver better customer outcomes
- Networking with other signatories, partners and supporters
- Access to customers insights and consistent customer facing information
- An opportunity to shape the future of the market

HOW DOES IT WORK?

The Code is voluntary, and all energy comparators, energy moving services, energy retailers and suppliers are welcome to be a part of this initiative. In signing up to the Code, signatories are committing to:

- 1. Customer centricity** - we will put you at the centre of our business and make recommendations to drive positive and effective energy solutions for you that empower you in your choices.
- 2. Accountability** - we will be responsive to your needs and take prompt, appropriate action if you make an enquiry or complaint to ensure our continuous improvement.
- 3. Transparency and disclosure about our business, practices and offers** - we will provide you with true and accurate information about our business, our services and products, those brands we represent for a Comparison Service or Energy Moving Service and any Assumptions that we use to help you make informed choices.
- 4. Fairness and consistency** - we will ensure that you are treated fairly and provided with information you need to choose an energy plan in a clear and consistent manner.

An independent Administrator will run the day-to-day activities of the Code that will be overseen by a Code Council made up of energy comparators, energy moving services, energy retailers/suppliers and customer representatives.