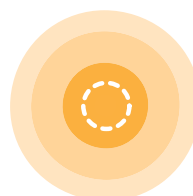


National Customer Code

*Energy Brokers,
Consultants & Retailers*

2022

Annual Report

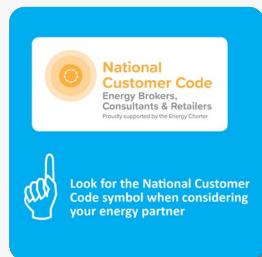


**National
Customer Code**

**Energy Brokers,
Consultants & Retailers**

Proudly supported by the Energy Charter

About the National Customer Code



The aim of the Customer Code for Energy Brokers, Consultants and Retailers is to give large customers confidence that we are working together in their best interests and delivering value to them.

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. As this is not a mandatory Code, not all matters can be addressed.

Launched in 2021, the Customer Code was drafted by individual representatives of brokers, consultants and energy retailers along with two business consumer representatives.

With around 40 signatories to date the Customer Code has been welcomed by customers with many businesses focused on improving outcomes for their large energy users.

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A VOLUNTARY CODE THAT PUTS CUSTOMERS AT THE CENTRE OF OUR BUSINESS



CUSTOMER CENTRICITY
Putting you at the centre of our business



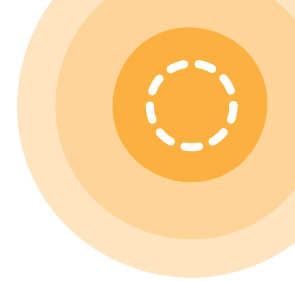
INFORMED CHOICES
Providing clear, accurate and relevant information to help you



DRIVEN BY YOUR NEEDS
Ensuring that our products and services are responsible, accurate and meet your expectations



ACCOUNTABILITY
Being responsive to your needs and taking action to respond to any complaints



Current Signatories

Brokers

- Choice Energy
- Edge Utilities
- Electrical Consultancy WA
- Energy Pulse
- Energy Brokers
- Energetica
- Eutility
- Energy Marketplace
- Key Energy & Resources
- Leading Edge
- Make it Cheaper
- Selectricity
- Strata Energy Services
- Power Choice
- Power Maintenance
- Tasmanian Energy Brokers
- The Energy Alliance

Consultants

- Arena Energy Consulting
- Australian Utilities
- Dwayhe Consultants
- Edge2020
- Enel X Australia
- Enercom Energy Solutions
- Energy Intelligence
- Energy Options
- Knight Energy
- Power Select NSW
- South Street
- T&O Energy Consultants
- Watt Power Brokers
- WiseUp Energy Solutions

Retail/Suppliers

- AGL
- Australian Gas Infrastructure Group
- Australian Systems Integration
- Aurora Energy
- CS Energy
- EnergyAustralia
- Edisun Group Pty Ltd
- Horizon Power
- Metropolis Metering
- Mondo
- Origin Energy
- Stanwell





Independent Chair Report

Welcome to our second Annual Report. Little did we know that the year we have just completed would throw so many challenges and opportunities our way.

We have a new federal government and already changes in policy and strategy have begun to impact our industry. State Governments seeking to protect customers are moving further toward a regulated stance. The Market managers are planning a very different future based around renewables and stability with a keen lens on pricing. And the Regulatory Authorities are seeking to tighten industry participant obligations.

Our ability to interface effectively with the Market Operators and Governing and Regulatory bodies was and will continue to be key to ensuring our communications with Customers are held at the most effective level.

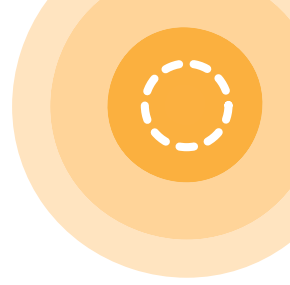
So, the team took up the challenge of extracting as much emerging market information as we could to enable the customers we serve, to be better informed, make wiser decisions and manage their tight budgets. That work continues, and with our changing industry will get increasingly complex. The Council has the benefit of the many years of experience held by its signatories.

Large Customer representatives, Retailers, Consultants and Brokers all have a vision, an opinion and a desired outcome. Their contributions have moved the industry forward again this year, there is a substantial amount to be proud of in our short history.

Our debates have been passionate, informative, and always customer centric. I thank Sabiene from the Energy Charter for her advice and counsel and Anne for her management, dedication, and thoroughness.

The team is looking forward to setting even higher standards for our customers this year and has the program in place to do just that.

John A Smith
Independent Chair



Administrator Report

“Tough times never last, but tough people do”.

Robert H. Schuller.

2022 has been a year where it can certainly be said we live in challenging times. Higher energy costs have affected business customers and the need for brokers, consultants and energy retailers to help them through these tough times and advise them has never been more important.

The Global Settlements rule change was introduced, and this has provided some complexity for signatories as they work through the first few months to help customers understand and budget for the impacts without full transparency in the early days.

Signatories have shown their continued commitment to the large energy user customer segment, and we are pleased to have welcomed a few new signatories.

I am delighted to share some highlights from the year in this report including our continued program of Lunch and Learn events to support signatories. We also held industry forum meetings to identify and tackle areas where roadblocks can be addressed leading to improved customer outcomes.

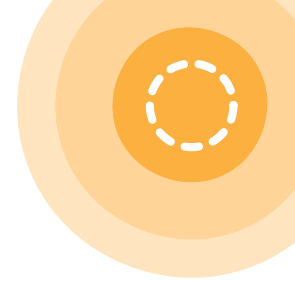
Our Customer Code was reviewed in May and there were very minor changes. You will find a link [here](#). The Customer Code will be reviewed again in 2025.

Once again, it has been a pleasure to work with our Independent Chair, John Smith and the members of the Customer Code Council. Nominations are open for the 2023 Customer Code Council until 15 December.

I would like to thank Sabiene Heindl the Executive Director of the Energy Charter and her team for their continued passion and support.

Next year I look forward to welcoming new signatories and continuing our endeavours.

Anne Whitehouse
Administrator



Customer Code Council

The National Customer Code is governed by the Customer Code Council and administered by Anne Whitehouse, Sales Assured Limited. Its mission is:

“To work collaboratively to support the Customer Code and help our signatories to meet their commitments, manage industry roadblocks and develop resources to support our Signatories and Customers”

Members of the Customer Code Council:

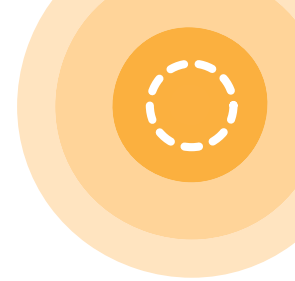
- Engage as an individual and represent the interests of customers and industry broadly, rather than the interests of their own organisation
- Provide strategic input to the Customer Code Administrator on ways to improve and promote the Customer Code
- Work with the Customer Code Administrator to develop resources and activities to support signatories

Customer Code Council members 2022:

1. John Smith, National Customer Code Council (Independent Chair)
2. Anne Whitehouse, Sales Assured Limited (Administrator/Participant)
3. Sabiene Heindl, Energy Charter (Observer)
4. Etienne Quayle, ECWA (Broker)
5. Adam Bronks, Energy Marketplace (Broker)
6. Alan Gill, Choice Energy Pty Ltd (Broker)
7. Darrin Crompton, CS Energy (Retailer)
8. Andrew Randall, Metropolis Metering Services (Retailer/Supplier)
9. Doug Payne, Make it Cheaper (Broker)
10. Lauren Walton, AGL (Retailer)
11. Sharon Musker, Wise Up Energy Solutions (Consultant)
12. Yelda Niazmand¹, Energy Australia (Retailer)
13. Stacey Vacher, Edge 2020 & Edge Utilities (Broker)
14. Nancy Katsimberis, Australian Utilities (Consultant)
15. Patricia Paech, Renewable Energy Hub
16. Anthony Cooper, Business Australia (Customer Representative)
17. Emily Wood, EUAA (Customer Representative)
18. Gabriella Blackmore, Origin Energy (Retailer)

Nominations are open for the 2023 Customer Code Council and close on 15 December 2022. To apply, email [Anne Whitehouse](#)

¹ Replaced by Vaughan Furniss of EnergyAustralia from Nov 2022



2022 Highlights

We continued our program of Lunch and Learn sessions to discuss developments in the energy industry and to share knowledge with our signatories:

- Business Confidence – Dr Sherman Chan of NSW Business Chamber gave an update on their business confidence research. At our request, specific questions were added to the July research to address the impacts of higher energy prices on businesses.
- Consumer Data Right – Ross Sharman, Acurassi and Andrew Medicott, Tiger & Bear Partners addressed signatories about the opportunities and challenges that CDR will bring to customers and their agents. For the largest three energy retailers, their obligations under CDR are commencing very soon. One of the challenges that has been identified is that CDR is designed on the basis of one customer- one meter, whereas Industrial & Commercial customers and multi-site SMEs can often have more than one meter. In 2023 we will raise this with Treasury to see if the 2024 launch for smaller retailers can accommodate multiple meters.
- Green Gas – Scott Hardy and Damian Skaffe of Australian Gas Infrastructure Group are delivering a talk on the work they are undertaking around Green Gas.

Our Industry forum meetings are designed to tackle roadblocks and obstacles for customers. Topics this year included the Letter of Authority process, Direct Metering Agreements, impacts of the Global Settlements rule changes and challenges helping customers with network tariff changes. As a result of meetings and surveying signatories, the [Customer Checklist](#) resource has been updated. We will continue to work on these projects in 2023 to streamline processes where possible and seek good outcomes for customers.

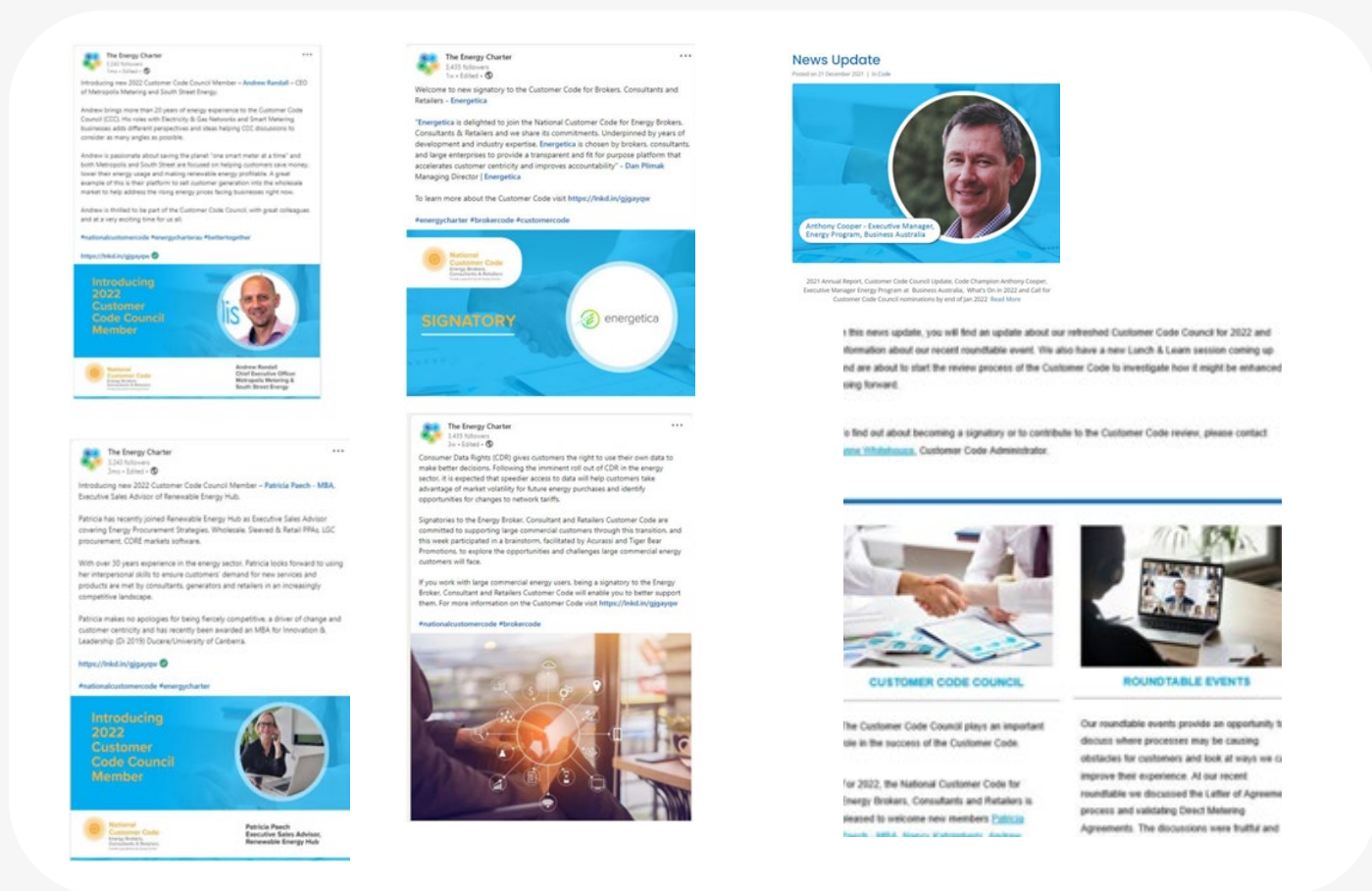
Customer Issues

One issue was raised with the Administrator this year by one broker about another broker's charges with a concern that customers were being misled. The Administrator spoke with both brokers reviewed the terms and conditions. The Administrator concluded that the terms and conditions were clear and that a customer would understand the fees that were proposed.

This year we finalised the Complaints Management process to address how complaints are handled. The complaints management process can be found [here](#)

Digital media

Social media and email were key digital channels activated to raise awareness of the Customer Code with stakeholders, including business customers. Please find below a few examples from 2022.



Financials

Income actual	\$62,312
Outgoings	\$49,690
Residual	\$12,622