



# National Customer Code

## Energy Comparators and Moving Services

### WHAT IS THE CUSTOMER CODE?

Energy Comparators, Energy Moving Services, energy retailers and suppliers are welcome to be part of this National Customer Code.

The aim is to give customers using these sales channels confidence that **Signatories** are working together in their best interests and delivering value. And 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 Report 2018](#). As it is not a mandatory code, this Customer Code does not incorporate all of the recommendations.

### WHAT ARE THE CUSTOMER BENEFITS?

This initiative gives customers confidence and peace of mind that their Energy Comparator or Moving Service:

- Puts them at the centre of what they do
- Acts in their best interests with honesty and integrity
- Commits to being knowledgeable, transparent and professional
- Provides fit-for-purpose options based on accurate and complete information
- Meets or exceeds industry standards
- Understands the energy market and impacts for customers

### HOW DOES JOINING THE CUSTOMER CODE HELP MY BUSINESS?

Signing up is voluntary. The more **Signatories** and **Supporters**, the better for customer outcomes and for growing trust and reputation with the industry. You can:

- Differentiate your business by publicly committing to doing the right thing by your customers
- Improve your reputation and standing
- Demonstrate practically to customers that you are working in their best interest
- Show your customer commitment to your partners
- Strive for industry best practice within your business



## HOW DOES NETWORKING WITH OTHER SIGNATORIES AND SUPPORTERS HELP MY BUSINESS AND THE INDUSTRY?

Along with the Customer Code itself, one of the key benefits is working together as an industry to help resolve customer issues and industry roadblocks to streamline B2B operations. Working together means you can:

- Network with other **Signatories** and **Supporters** to develop better trust in the sector and improve the reputation of this sales channel
- Be part of a cohort who are aligned in their values and have a voice to call out actions which go against the principles of the Customer Code
- Help shape the future of the market
- Join regular industry roundtables and guest speaker information sessions
- Work with the independent administrator who runs the day to-day activities and with the Customer Code Council that includes Energy Comparators, Energy Moving Services, energy retailers and customer representatives.

## WHAT ARE THE PRINCIPLES OF THE CUSTOMER CODE?

- **Customer centricity** - we will put you at the centre of our business and make recommendations to drive positive and effective energy solutions that empower your choices
- **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 and any Assumptions that we use
- **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
- **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.

## HOW DO I JOIN OR FIND OUT MORE?

Visit the [Energy Comparators and Moving Services page](#) or contact the Code Administrator, Anne Whitehouse, on [awhitehouse@salesassured.com.au](mailto:awhitehouse@salesassured.com.au).