



**National
Customer Code**
Knock to Stay Connected
Proudly supported by the Energy Charter

**METER
READER**

National Customer Code

Knock to Stay Connected

Signatory Application 2023

Your company's details

Company Name:

Company Address:

ABN:

Phone:

Website:

Business type:

Energy Distributor

Energy Retailer

Other Supplier

Your details

First Name:

Last Name:

Position:

Mobile Phone:

Email:

Fee

The fee to join is \$4,000 excl GST/annum

By signing this application, you, on behalf of your company agree to abide by the principles of the National Customer Code Knock to Stay Connected (the Customer Code) and to pay the fees set by the Customer Code Council (as published from time to time).

You also agree to work with the Code Administrator and the Customer Code Council to ensure Customers are treated in line with the Customer Code.

You also agree to promote your commitment to the Customer Code including displaying the Customer Code on your website along with a statement about how your company is striving to meet the Customer Code.

Please indicate your agreement to meeting the key commitments to the Customer Code:

- **Customer centricity** – Put customers at the centre of our business and make decisions with them to help drive better outcomes in circumstances where they are at risk of disconnection for not being able to pay energy bills. We will treat each customer with dignity, respect their privacy and behave in a non-judgmental way to help empower the customer to sustainably manage their energy
- **Safety** – Ensure safety for customers as well as for our Crew when visiting homes or small business premises and ensure our Crew have been provided appropriate and consistent training. Energy retailer Customer Teams consider each customer's needs by creating an environment where they are comfortable sharing with us, and we can work collaboratively to build sustainable outcomes
- **Sustainable support** – Provide relevant and accessible information through the energy retailer including any available assistance programs or entitlements. We will ensure that the customer is treated fairly and offered programs to help pay for their energy in a way that is sustainable, and may also offer advice on reducing energy usage as well as offering ongoing support and referral to external services when needed
- **Responsiveness** – Apply available energy support programs in a way that is driven by individual needs, capacity to pay and preferences. We will be responsive and take prompt, appropriate action if a customer makes an enquiry or complaint to ensure our continuous improvement.

Signed by:

Signature

Date

