



**National  
Customer Code**  
Energy Brokers,  
Consultants & Retailers  
Proudly supported by the Energy Charter

# National Customer Code

## Energy Brokers, Consultants & Retailers

### Customer Code Checklist 2023-24

Annually, you will be asked to complete the following checklist. Please complete, sign and return to [awhitehouse@salesassured.com.au](mailto:awhitehouse@salesassured.com.au).

You, on behalf of your company agree to abide by the principles of the National Customer Code for Energy Brokers, Consultants and Retailers (the Customer Code).

If there are any items that you feel you may have difficulty complying with, please contact the Code Administrator to discuss.

#### **Please provide with this checklist:**

**Brokers and consultants** please provide a copy of your **Letter of Authority** proforma. If it does not include your standard terms and conditions, please also provide this. This will be viewed only by the Code Administrator and not shared or used for any other purpose.

**Retailers/suppliers** please supply a copy of your **standard terms and conditions**.

**All signatories** please provide a copy of your **dispute resolution process** (or a link to the page on your website).

## Customer centricity

	Our organisation exhibits a culture of 'customer at the centre' and collaboration for positive customer outcomes
	Our customers get fair outcomes in energy products and services, regardless of their ability or desire to participate in the energy market
	We have robust practices to determine a customer's current and future energy needs and preferences

## Transparency

	All our communications including energy offers are clear, in plain terms, accessible and understandable
	We give customers a clear understanding of the processes and timeframes involved (including Letters of Authority, Metering Request Forms, data requests and billing)
	We provide insightful and useful information (such as communications material on how the energy market works) and accessible tools
	We streamline access to, and portability of, energy data within specified timeframes
	Our contractual terms should be fair and accessible, and available on request

**Brokers and Consultants please complete the next 4 items.**

**We will communicate:**

	The presence of any applicable commercial arrangements between brokers and retailer
	Energy offers in a simple, unbiased and comparable way
	Our 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 our 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

## Fit for Purpose

	We have robust practices to understand customer needs and preferences, now and into the future
	We will tell customers about the energy products and services we offer and be open and transparent when we cannot help you



	We offer customers energy products and services that best meet their needs and preferences, supported by effective tools and incentives to manage energy use and cost
	We ensure customers can easily compare energy products and services and see how they meet their needs and preferences
	We explain the process for taking up energy products and services and help customers to manage the contract throughout its lifetime
	We aim to provide customers with complete and accurate bills on time
	We give customers reasonable notice of the end date and the steps that they can take as a contract is ending

## Accountability

	We encourage feedback and will ensure that it is taken on board to ensure continuous improvement for the benefit of customers
	If we do not meet our commitments under this Customer Code, we will clearly communicate with customers and tell them how we will address the issue/s in a timely manner
	We will have a clear, effective and accessible dispute resolution processes to resolve customer complaints
	If we do not resolve the complaint, we will provide information on the appropriate jurisdictional body and notify the Administrator of complaints related to this Customer Code
	We will stay up to date with material developments (including regulatory) in the energy market that may impact customers

Organisation

Date

Name

Signature

Address: P.O. Box 497, Penrith NSW 2751

Phone: 0412 206 621

