



Smart Meter Customer Code Application to become a Signatory

Your company's details

Company name:

Company address:

ABN:

Phone:

Website:

Business type: ☐ Energy Retailer ☐ Energy Distributor ☐ Metering Provider Retailer/Supplier

Your details

First name:

Last name:

Mobile phone:

Email:

Annual fee \$4,000/annum + GST

Your agreement

By signing this application, you, on behalf of your company agree to abide by the principles of the Smart Meter Customer Code (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 agree to take corrective actions for any alleged non-compliance with the Customer Code principles, if recommended by the Code Administrator and accept this is a requirement for remaining as a signatory to the Customer Code.

Acceptance of becoming a signatory to the Customer Code will not be unreasonably withheld by the Administrator.

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:

Our key commitments made under this Customer Code are that we should deliver:

1. Clear, consistent and meaningful communication
2. Inclusive support and fairness
3. Transparency, trust and respect
4. Collaboration and shared responsibility
5. Streamlined and customer-focused processes
6. Accountability and continuous improvement
7. Community engagement and local presence.

Signature:

Date: