



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

Providers' marketing rights

Energy providers have the right to contact you by phone, mail or in person to market their products.

They can do this themselves or they can pay telemarketers or salespeople to do it.

There are strict rules about:

- when they can contact you
- what they can and cannot do
- what they can say.

When marketers can contact you

Marketers can only contact you:

- door to door – Monday to Friday 9am to 6pm
- by phone – Monday to Friday 9am to 8pm, and Saturdays 9am to 5pm, unless you agree to another time.

Marketers cannot contact you:

- on a Sunday or a public holiday
- if you have registered your phone number on the Do Not Call register
- if you are displaying a sign that says, 'do not knock', 'no marketing' or 'no advertising'.

They must keep an up to date 'no contact' list.

They must leave your home immediately or end the phone call as soon as you ask them to.

What marketers can do

Marketers must clearly identify and tell you:

- who they are
- who they are representing
- why they're contacting you.

What marketers cannot do

Marketers must not:

- put you under pressure, harass or coerce you
- mislead or deceive you.

What marketers can say

Marketers must give you truthful, easy-to-understand information typed in plain English.

They must:

- explain all the fees and charges, including cancellation and termination fees
- give you the terms and conditions in writing before asking you to sign a contract.

If you agree to a contract, the marketer must:

- tell you about the 10-day cooling-off period
- give you a plain English disclosure statement that explains the key terms such as:
 - how long the contract will last
 - prices, fees, charges and discounts
 - service levels
 - how often you will be billed
 - what happens if you break the contract.

Cooling-off period

All contracts have a 10-day cooling-off period. This means you can change your mind and cancel the contract within 10 business days.

You don't need to give a reason and you can't be penalised or charged for cancelling in this period.

Your rights about marketing

You have the right to:

- restrict marketers' access to you by:
 - going on the Do Not Call register
 - using 'do not knock' or no marketing or advertising stickers
- make a complaint if you do not like their approach.

Do not call register

If you don't want to receive telemarketing calls, register your home, mobile phone and fax number on the Do Not Call register.

This is a free service. You can register by calling 1300 792 958 or online at www.donotcall.gov.au.

Telemarketers must not contact you once you have been on the register for 30 days.

Do not knock stickers

Marketers cannot contact you if you have a sign by your door that says, 'do not knock', 'no marketing' or 'no advertising'.

To find out where to get one, visit: acc.gov.au/publications/door-to-door-do-not-knock-sign

Making a complaint

If you are not happy with the way a marketer has acted, contact the provider they represent to make a complaint.

If you are not happy with the provider's response, contact us. We will take any breaches seriously – and there can be penalties for individuals and companies.

Read our fact sheet *Making a complaint* and see the Australian Competition and Consumer Commission's (ACCC) website for more information at: acc.gov.au/consumers/buying-products-and-services/telemarketing-and-door-to-door-sales

How to protect yourself

Don't talk unless you are really interested

If you are not looking to change your provider, don't agree to talk to a marketer.

If you are interested but it's not a good time for you to talk, arrange for them to come back when it will suit you.

Listen for misleading statements

Some marketers will make misleading statements. Be alert if they tell you:

- they are from the government
- your energy supply will be disconnected
- you must show them a previous bill so they can check you are getting a rebate
- their discount is for your area only
- you must sign something to show they have talked to you.

Be careful what information you disclose or sign

Do not give the marketer any personal information or sign anything on the spot.

Ask for all the information you need and take all the time you need to make your decision.

Compare plans

Read our fact sheet about contracts and how to choose a provider before you sign anything. This will help you know what questions to ask and what to look for.

If you like the sound of their plan, take the time to compare it with some other plans.

Read the fine print

Read everything, including the fine print. A contract is legally binding so don't sign anything you don't understand.

Keep copies

Keep a copy of all the information the marketer gives you and any documents or contracts that you sign. If there's a dispute in the future, you will need them.