



Fact Sheet

Energy Marketers

An energy marketer may contact you by telephone, mail or visit your property to offer you a contract for the supply of energy.

These marketers are bound by the National Energy Retail Rules and the Australian Consumer Law.

Rights and Obligations

Energy marketers **must**:

- produce identification which states their full name and who they work for;
- tell you the reason for their visit or phone call;
- leave your home immediately or end the phone call when you ask them to;
- provide you with a document outlining the price, any discounts or fees and the contact details of the retailer;
- advise and list the important details of the proposed contract and provide you with a copy of the written terms and conditions before asking you to sign;
- obtain your explicit informed consent before transferring you to another retailer or entering you into a contract;
- tell you about the ten day cooling-off period which allows you to cancel the contract if you change your mind at no cost.

Energy marketers **must not**:

- visit your house outside the hours of 9am to 6pm on weekdays, 9am to 5pm on Saturday, or any time on a Sunday or public holiday;
- call you outside the hours of 9am to 8pm on weekdays, 9am to 5pm on Saturday, or any time on a Sunday or public holiday;
- visit your house if you have a sign saying 'do not knock', 'no marketing' or 'no advertising material';
- visit you again within 30 days of you saying you don't want a contract;
- be pushy, make promises that are not true, or let you sign anything if they think you don't understand;
- engage in any misleading or deceptive conduct.

Contact us

Energy
Ombudsman
Tasmania

1800 001 170

Level 6
86 Collins St
Hobart



Energy Ombudsman
Tasmania

If you consider that an energy marketer has breached these requirements, contact the retailer they represent to advise them of the breach.

If you are not satisfied with the retailer's response, you can lodge a complaint with the Energy Ombudsman.

Preventing Unwanted Energy Marketing

Telemarketing

If you do not wish to receive phone calls from energy marketers you can register your number on the Australian Government's 'Do Not Call Register'. Information regarding the register can be obtained by calling 1300 792 958 or at www.donotcall.gov.au.

Door-to-door Marketing

If you don't wish to be visited by door-to-door energy marketers, place a do not knock sign at your front door. You may download a do not knock sign by visiting www.accc.gov.au

You may also contact the retailer directly to place your name on a "no contact list" which applies to marketing on your property (including by mail) but does not apply to telemarketing calls or e-marketing.

Do you need more information?

- ▣ Contact us on 1800 001 170.
- ▣ Visit our website www.energyombudsman.tas.gov.au.
- ▣ Contact Aurora Energy on 1300 13 2003.
- ▣ Contact TasGas on 1800 438 427.
- ▣ Contact 1st Energy on 1300 426 594.

The Energy Ombudsman Tasmania acknowledges and thanks the Energy and Water Ombudsman New South Wales for its assistance with this factsheet.

Contact us



**Energy Ombudsman
Tasmania**

Call us on 1800 001 170
Email us energy.ombudsman@ombudsman.tas.gov.au
Visit us at Level 6, 86 Collins Street, Hobart