

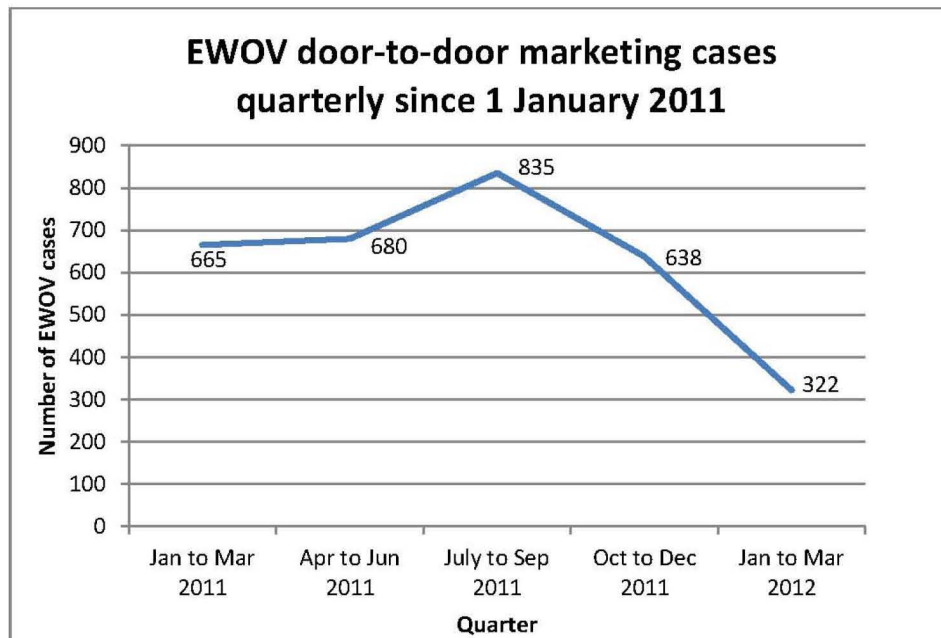


Supplementary information

**STANDING COMMITTEE ON SOCIAL POLICY & LEGAL AFFAIRS – 22 AUGUST 2012**

# Results

## Energy & Water Ombudsman VIC



The success of this initiative can be seen in the improved door to door complaint numbers through the Victorian Energy & Water Ombudsman. The attached graph shows results for the last 5 quarters and highlights significant improvement since the scheme was authorised by ACCC in July 2011 and launched in January 2012. This represents a real commitment by the energy retailers and their marketing companies to improve sales agent behaviour and provide a better outcome for customers.

These improved results come on the back of activity in Q1 2012 being at least equal, or in some cases greater, than the activity in Q1 2011 and throughout 2011 as reported by the majority of retailer members.

*Note: The information supplied by Ombudsman offices are in different formats and for different time periods.*



# About Energy Assured

Energy Assured Limited is a self-regulated energy industry scheme to monitor and improve door to door marketing standards. It seeks to improve compliance by both energy retailers and energy marketing companies to promote consumer confidence in door to door sales, to improve the customer experience and reduce the incidence of sales issues.

Energy Assured manages a Code of Practice which has been authorised by the Australian Competition and Consumer Commission. The Code includes:

- A scheme to ensure sales agents are recruited, trained and assessed in a consistent manner across the industry;
- A central register of accredited sales agents;
- Monitoring sales agent behaviour such that a proven breach of Energy Assured's standards may result in disciplinary measures and deregistration of the sales agent for five years;
- Annual compliance audit of each energy retailer; and
- Imposing sanctions on energy retailers or marketing companies who fail to comply with the Code



# Energy Assured Members

AGL Energy

Lumo Energy

Origin Energy

TRUenergy

Aegis

ASAP

CPM

Salmat

Alinta Energy

Momentum Energy

Red Energy

Energy Retailers Association of Australia

Aida Marketing

Chameleon Marketing

K.K. Sales & Marketing

The SMART Group

Australian Power & Gas

Neighbourhood Energy

Simply Energy

Appco Group

Communicom

Redwood

TSA