



# Energy marketing—what are your rights?

There are laws that give you rights and protect you:

- Australian Consumer Law
- National Energy Retail Law

Electricity and gas retailers must follow rules when selling to you:

- there are times of the day that they can contact you
- you have the right to change your mind at no cost (within 10 business days)
- they must give you written information on the offer.

## What rules must a salesperson follow?

Salespeople who call you or come to your home must:

- show identification and tell you their name and the company they work for
- tell you the reason for their visit or call
- go straight away and not come back for 30 days if you ask them to leave
- explain the offer
- list the important details of the proposed contract
- give you a written copy of the contract
- provide an Energy Price Fact Sheet
- keep a 'no contact' list.

## What is an Energy Price Fact Sheet?

It is a short list of the terms and conditions of the contract and includes:

- the price
- any discounts or fees.
- the contact details for the retailer.

## Can a salesperson call or visit at any time?

A salesperson can not contact you on Sundays or public holidays but they can:

- come to your door
  - between 9.00 am and 6.00 pm Monday to Friday
  - 9.00 am and 5.00 pm Saturday
- call you
  - between 9.00 am and 8.00 pm Monday to Friday
  - 9.00 am and 5.00 pm Saturday.

### Quick Tip

Salespeople must not visit your house if you have a sign saying 'do not knock', 'no marketing' or 'no advertising material'.

## I am not interested in what the salesperson is offering—what can I do?

Say 'no thanks'.

Do not feel pressured to buy anything from someone who comes to your door.

Always say 'no' if a salesperson:

- offers a deal that sounds too good to be true
- asks for payment before they provide any goods or services
- acts in a way that makes you nervous or uncomfortable.

Salespeople must be honest and must not pressure you to sign on the spot.

### Quick Tip

There may be people who are not who they say they are:

- be careful of salespeople saying "I'm from the government" or "I'm just here to make sure your bill is correct" or "I'm the new retailer for your area"
- always ask to see their identification.

Report any concerns or complaints to the retailer they are from.

## I am interested in the offer—what should I do?

Before you sign up to a new gas or electricity contract you should:

- compare what you pay now to what they are offering
- look at the details of the offer including:
  - price
  - fees, including exit fees
  - billing and payment arrangements
  - any discounts offered
- discuss the offer with someone else (family or friends)
- ask for more information from the retailer if you need it
- remember the salesperson cannot ask you to make any payments during the 10 business day cooling off period.
- ask for a copy of the agreement in your preferred language if you do not speak English well.

## I signed a contract and have changed my mind—what can I do?

- You have 10 business days after you sign the agreement to change your mind.
- The salesperson must not try to get you to say you do not need the 10 day cooling off time.
- You can cancel the agreement by calling or writing to the retailer any time during the 10 days.
- The contract will be cancelled from the day you tell them.

## What are no-contact lists?

Electricity and gas retailers must keep a list with the details of customers who do not want salespeople to come to their home.

If you want to be on a no-contact list you can

- tell the salesperson
- write to the retailer
- call the retailer.

If you don't want to be contacted by phone you can sign up to the Australian Government's Do Not Call Register on 1300 792 958, or visit [www.donotcall.gov.au](http://www.donotcall.gov.au)

## More information

### Australian Energy Regulator

AER Infoline 1300 585 165

AER website [www.aer.gov.au](http://www.aer.gov.au)

Energy Made Easy [www.energymadeeasy.gov.au](http://www.energymadeeasy.gov.au)

### Other contacts

Indigenous Infoline 1300 303 143

For information in languages other than English call 13 1450 and ask for 1300 585 165

Speak and Listen users phone 1300 555 727 and ask for 1300 585 165

TTY users phone 13 3677 and ask for 1300 585 165

Internet relay users connect to the National Relay Service ([www.relayservice.com.au](http://www.relayservice.com.au)) and ask for 1300 585 165

Australian Competition and Consumer Commission  
23 Marcus Clarke Street, Canberra, Australian Capital Territory 2601  
© Commonwealth of Australia 2015

### Important notice

The information in this publication is for general guidance only. It does not constitute legal advice or other professional advice, and should not be relied on as a statement of the law in any jurisdiction. Because it is intended only as a general guide, it may contain generalisations. You should obtain professional advice if you have any specific concern.

The ACCC has made every reasonable effort to provide current and accurate information, but it does not make any guarantees regarding the accuracy, currency or completeness of that information.

ACCC 10/15\_1040