



Energy & Water  
Ombudsman NSW

PO Box K 1343  
Haymarket NSW 1240

Admin (02) 8218 5250  
Fax (02) 8218 5233  
**Freecall 1800 246 545**  
Email [omb@ewon.com.au](mailto:omb@ewon.com.au)  
Web [www.ewon.com.au](http://www.ewon.com.au)

ABN 21079 718 915

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The General Manager Adjudication Branch  
Australian Competition and Consumer Commission  
GPO Box 3131  
CANBERRA ACT 2601  
[adjudication@accc.gov.au](mailto:adjudication@accc.gov.au)

Thank you for the opportunity to comment on the request by Energy Assured Limited for authorisation for its Code of Practice and Complaints Process. EWON notes that this Code is designed to regulate door-to-door energy sales that are undertaken on behalf of electricity and gas retailers.

The Energy & Water Ombudsman NSW investigates and resolves complaints from customers of electricity and gas providers in NSW. This includes customer complaints about marketing, and this category of complaint saw a 34% increase during 2009/2010.

EWON welcomes the initiative undertaken by energy retailers to self regulate this area of activity. There is a clear public benefit in a code of practice and greater accountability being applied to energy marketing, especially in the area of door to door sales.

The activities proposed in the Energy Assurance Limited application supplement the consumer protections provided by the National Energy Retail Law. Energy ombudsman schemes will continue to deal with individual complaints from customers about marketing conduct, and we expect a positive relationship and referral process with Energy Assured Limited. We are therefore pleased to support this initiative.

If you would like to discuss this matter further, please contact me or Chris Dodds, Senior Policy Officer on 82185250.

Yours sincerely

**Clare Petre**  
Energy & Water Ombudsman NSW