

26 May 2011

Neil Howes  
Australian Competition and Consumer Commission  
GPO Box 3131  
Canberra ACT 2601

By email: [neil.howes@accc.gov.au](mailto:neil.howes@accc.gov.au)

Dear Mr Howes,

**Consumer Utilities Advocacy Centre EAL Code of Practice Submission – Letter of Support**

I write to you in strong support of the Consumer Utilities Advocacy Centre's (CUAC) submission regarding the varied and numerous shortcomings with Energy Assured Limited's (EAL) application for authorisation A91258 and A91259.

The Financial and Consumer Rights Council is the peak body for Financial Counsellors across Victoria. As such, we frequently hear of consumer problems caused by inadequate regulation of door to door marketing in the energy sector. Whilst we applaud any attempt to improve common business practices in this sector, such attempts should be made in good faith and in light of widespread and meaningful consultation.

As raised by CUAC, EAL has not consulted with the community and consumer sectors regarding their original and revised code of practice. This process severely limits the chances for an equitable and socially aware regulatory model, particularly given the inherent conflict of interest that EAL is subject to in regulating, training and profiting from the conduct of door to door sales agents.

We encourage you to reaffirm the ACCC's draft determination and deny authorisation to EAL's applications. Future applications should be contingent on proper on genuine consultation with the community and consumer sectors.

Thank you for accepting our contribution to this important issue. Should any queries arise, please contact me on (03) 9663 2000.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Peter Gartlan', with a stylized flourish at the end.

Peter Gartlan  
Executive Officer