

**IN THE AUSTRALIAN COMPETITION TRIBUNAL
AGL ENERGY LIMITED**

of 2014

**RE: PROPOSED ACQUISITION OF MACQUARIE GENERATION (A CORPORATION
ESTABLISHED UNDER THE ENERGY SERVICES CORPORATIONS ACT 1995
(NSW))**

ANNEXURE CERTIFICATE

This is the annexure marked "MB13" annexed to the statement of **MARK TROY BROWNFIELD**
dated 21 March 2014

Annexure MB13

Filed on behalf of (name & role of party)	AGL Energy Limited		
Prepared by (name of person/lawyer)	Liza Carver		
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[Form approved 01/08/2011]



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ASX and Media Releases

AGL breaches law and calls on industry to stop doorknocking

Tuesday, 21 May 2013

AGL Energy Limited (AGL) today acknowledged that on 1 September and 3 November 2011 its entities had breached the Australian Consumer Law (ACL) as a result of door-to-door salespeople engaging in conduct that was misleading, deceptive or likely to mislead or deceive.

The case was heard today in the Federal Court of Australia in Melbourne. AGL will be required to pay \$1.55 million for breaching the law.

Group General Manager Retail Energy, Stephen Mikkelsen, expressed his regret that the breach had occurred. He called on the industry to withdraw from doorknocking to protect consumers and improve the reputation of the industry.

"This case demonstrates how difficult it is to control what salespeople do when they are at people's premises. Even if a company puts significant training and compliance mechanisms in place, doorknocking remains a risky sales technique.

"Doorknocking also preys on susceptible segments of the community, such as the elderly and migrants. Those companies 'ill undertaking the practice are doing harm to the energy sector's reputation."

Independent research commissioned by AGL and conducted by AMR, has shown that a substantial majority of households have negative attitudes towards door-to-door energy sales people.

"Our customers have told us they do not like doorknocking as a sales technique. We don't believe that doorknocking is the right thing to do by our customers which is why we have now stopped using doorknockers to sell energy to residential customers," said Mr Mikkelsen.

AGL announced in February this year that it would cease all unsolicited door-to-door energy sales activity to residential customers. This was complete by the end of March.

About AGL

AGL is one of Australia's leading integrated renewable energy companies and is taking action toward creating a sustainable energy future for our investors, communities and customers. Drawing on 175 years of experience, AGL operates retail and merchant energy businesses, power generation assets and an upstream gas portfolio. AGL has one of Australia's largest retail energy and dual fuel customer bases. AGL has a diverse power generation portfolio including base, peaking and intermediate generation plants, spread across traditional thermal generation as well as renewable sources including hydro, wind, landfill gas and biomass. AGL is Australia's largest private owner and operator of renewable energy assets and is looking to further expand this position by exploring a suite of low emission and renewable energy generation development opportunities.

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ASX/MEDIA RELEASE

13 Sep 2013

Media Release - Origin to withdraw from door to door sales

Origin Energy Limited (Origin) today announced it will withdraw from the residential door to door sales channel by 30 September 2013.

The decision follows a rigorous review of Origin's customer engagement and sales channels across its key markets.

The timing of the withdrawal reflects the commercial arrangements in place with third party providers. Origin is working with these parties to organise an orderly withdrawal from each market.

Origin Chief Executive Officer Energy Markets, Mr Frank Calabria said, "In recent years Origin has been on a journey to improve customer engagement, and has made a considerable investment in new products, billing and customer relationship management systems.

"We know that the large majority of customers are now using the internet to engage with energy retailers, and Origin continues to invest in digital products and services, with a growing suite of successful innovations now in market.

"In addition to the successful uptake of our online account management portal nationally, Origin has launched Origin Smart, one of Australia's first online energy management portals, and introduced the in-home Origin Energy Monitor for customers with activated smart meters. These solutions provide households greater visibility and control of their electricity usage and energy bills.

"Today's announcement reflects a further evolution in how we engage with our customers and our ongoing commitment to building a better, more direct relationship with them," Mr Calabria said.

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About Origin Energy

Origin Energy (ASX: ORG) is the leading Australian integrated energy company focused on gas and oil exploration and production, power generation and energy retailing. A member of the S&P/ASX 20 Index, the company has more than 5,800 employees and is a leading producer of gas in eastern Australia. Origin is Australia's largest energy retailer servicing 4.3 million electricity, natural gas and LPG customer accounts and has the country's largest and one of the most flexible generation portfolios with approximately 5,900 MW of capacity, through either owned generation or contracted rights. Origin's strategic positioning and portfolio of assets provide flexibility, stability and significant opportunities for growth across the energy industry. Through Australia Pacific LNG, its incorporated joint venture with ConocoPhillips and Sinopec, Origin is developing one of Australia's largest CSG to LNG projects based on Australia's largest 2P CSG reserves base.

In New Zealand, Origin is the major shareholder in Contact Energy, the country's leading integrated energy company, operating geothermal, thermal and hydro generation facilities and servicing electricity, gas and LPG customers across both the North and South islands. Origin also operates several oil and gas projects in New Zealand and is one of the largest holders of petroleum exploration acreage in the country.

Origin has a strong focus on ensuring the sustainability of its operations, is the largest green energy retailer in Australia and has significant investments in renewable energy technologies.

For more information go to www.originenergy.com.au.



Knock Knock...Who's there? Not EnergyAustralia

February 25, 2013

One of the country's leading energy retailers, EnergyAustralia, has today announced it's slamming the door on unannounced door knockers selling electricity and gas contracts.

By the end of March, EnergyAustralia will no longer use door-to-door sales to sign up potential customers.

EnergyAustralia's Group Executive Manager of Retail, Adrian Merrick, said the company was leading the way when it came to axing door-to-door sales.

"The days of an EnergyAustralia representative approaching someone's door unannounced to offer them electricity and gas contracts are over," Mr Merrick said.

"While door knocking is an effective way of selling electricity and gas contracts and deliver us significant sales, households have made it clear that it's something they don't like or want.

"Door-to-door selling is our most complained about sales channel.

"The consistent feedback from consumers is that they find door knocking intrusive, and that they want to control when and how they are interacting with energy retailers.

"EnergyAustralia is determined to provide the best possible customer experience in the industry. Key to achieving our aim is listening to our customers."

Mr Merrick said it was important all retailers were able to provide customers detailed information about electricity and gas deals but it needed to be done in a way that was acceptable to customers.

"We will continue to use other sales avenues, including our online site, to provide customers with the information they need to make an informed choice about their electricity provider," he said.

Door-to-door sales will stop by the end of March, 2013, once the current contracts with EnergyAustralia's doorknocking agents finish.

Mr Merrick called on other energy retailers to follow EnergyAustralia's lead and discontinue unannounced doorknocking.

"The challenge is now there for the other energy retailers to follow EnergyAustralia's lead," Mr Merrick said.

We'll continue giving you great energy deals, just not from your doorstep.

VIC: [See our special offer](#)

NSW: [See our special offer](#)

QLD: [See our special offer](#)

TRUenergy is now operating as EnergyAustralia

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