

# National Customer Code for Energy Brokers, Consultants and Retailers

## Application to become a Signatory

### Your company's details

Company name:

Company address:

ABN:

Phone:

Website:

Business type:  Broker  Consultant  Energy Business Retailer/Supplier

To assist us in supporting you, how would you describe the current phase of your business:

Start-up  Growth  Maturity

### Your details

First name:

Last name:

Mobile phone:

Email:

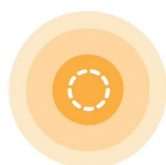
### Key contact in your business (if different)

First name:

Last name:

Mobile phone:

Email:



**National  
Customer Code**  
Energy Brokers,  
Consultants & Retailers  
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[theenergycharter.com.au](http://theenergycharter.com.au)

## Fees

These are the fees payable depending on the type and size of your business. These prices do not include GST. Please select which category most closely represents your business:

<input type="checkbox"/> Individual consultant or broker	\$350/annum
<input type="checkbox"/> Broker/Consultant – 2-5 FTE employees	\$800/annum
<input type="checkbox"/> Broker/Consultant – 6-10 FTE employees	\$1,250/annum
<input type="checkbox"/> Broker/Consultant – 11+ FTE employees	\$2,200/annum
<input type="checkbox"/> Energy business supplying/selling <50k customers	\$2,800/annum
<input type="checkbox"/> Energy business supplying/selling 50k-200k customers	\$4,500/annum
<input type="checkbox"/> Energy business supplying/selling >200k customers	\$6,000/annum

By signing this application, you, on behalf of your company agree to abide by the principles of the National Customer Code for Energy Brokers, Consultants and Retailers (the Customer Code) and to pay the fees set by the Customer Code Council (as published from time to time).

You also agree to work with the Code Administrator and the Customer Code Council to ensure Customers are treated in line with the Customer Code. This may include the Code Administrator verifying your compliance from time to time and conducting a telephone interview as part of the application process. You agree to take corrective actions for any alleged non-compliance of the Customer Code, if recommended by the Code Administrator and accept this is a requirement for remaining as a signatory to the Customer Code.

Acceptance of becoming a signatory to the Customer Code will not be unreasonably withheld by the Administrator.

You also agree to promote your commitment to the Customer Code including displaying the Customer Code on your website along with a statement about how your company is striving to meet the Customer Code.

Please indicate your agreement to meeting the key commitments to the Customer Code:

- |   |
|---|
| <input type="checkbox"/> <b>Customer centricity</b> – we will put the customer at the centre of our business and make decisions aligned with driving positive customer outcomes.                                  |
| <input type="checkbox"/> <b>Transparency</b> – we will provide clear, accurate and relevant information to help customers make informed choices.  |
| <input type="checkbox"/> <b>Fit for purpose</b> – we will offer responsible and accurate products and services that are driven by the customer's needs and preferences.   |
| <input type="checkbox"/> <b>Accountability</b> – we will be responsive to our customers' needs and take prompt, appropriate action if a customer makes complaints and enquiries to ensure continuous improvement. |

Signed by:

Signature:

Date: