

# Code of Practice for Customer Sign up

Business Customers (ROI)

# Code of Practice

## Customer Sign Up

### Customer Sign Up

We're committed to ensuring that your switch to Energia is conducted in a transparent and fair manner. This includes not providing you with any misleading information.

Our sales agents will always identify themselves clearly and carry a company photo ID card.

Unless agreed with you in advance, we will never contact you outside of normal business hours.

We will explain the purpose of the call or visit and if requested at any time we will terminate the call or visit.

We will not misrepresent our company or our competitors. We will:

- Provide accurate, fair and transparent representations of both our own and our competitors' products, services and all related charges.
- Make comparisons on a like for like basis, with the data source and date clearly presented.
- Provide you with a method to 'opt out' of future marketing activities, add you to our 'no contact' database and provide confirmation if requested.
- Make you aware of all offer terms and conditions and the offer duration when advertising special promotions or offers.
- Display a list of terms and conditions on our website when offering promotional or introductory incentives or discounts.
- Present all of our tariffs in a clear and transparent manner that conforms to current Commission for Regulation of Utilities (CRU) Energy Supplier obligations.
- Confirm that the person opening the account has the authority to open an account at the premises in question.