

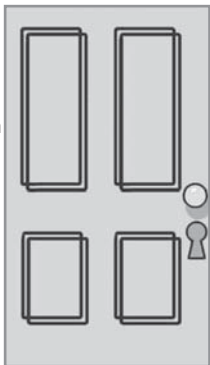


ENERGY OMBUDSMAN QUEENSLAND

Energy marketers knocking on your door?

When contacted by energy telemarketers and door-to-door sellers, make sure you know your rights and don't be pressured into signing something you haven't read or don't understand. Under the code of conduct, energy marketers must:

- wear identification
- only visit between 9am-6pm on weekdays and 9am-5pm on Saturdays
- only phone between 9am-8pm on weekdays and 9am-5pm on Saturdays *(no contact at all on Sundays or public holidays)*
- explain all fees, charges, terms and conditions.
- leave your home or end the call immediately if you ask them to, and
- not pressure or harass you.



For more information contact the Energy Ombudsman Queensland - a free and independent dispute resolution service for Queensland energy consumers who have been unable to resolve a complaint with their energy supplier.

1800 662 837 www.eoq.com.au