



A warning from Consumer Affairs Victoria

Consumer Affairs Victoria has received complaints about some gas and electricity salespeople in this area.

A few salespeople appear to be misleading local residents about changing energy retailers (the company that bills you for your gas and electricity use).

Be alert if a salesperson knocks on your door or telephones, and gives the impression that:

- **they are from the government.** Not true. The Victorian Government does not own any energy retailers

- **they are taking over as energy suppliers in your area and you have no choice but to change.** Not true. Your retailer cannot change unless you agree. You can choose a different retailer to your neighbours
- **nothing will change if you transfer.** Not true. If you change companies, you may have to pay exit fees to your current energy retailer. You may also have to pay a different rate (possibly more) for your gas and electricity.

Protect yourself. See our tips on the back.

Switching your gas or electricity company

If a door-to-door salesperson or telemarketer wants you to change:

- **Don't** decide on the spot if you are unsure or under pressure.
- **Shop** around. Ask for an 'offer summary' to help you compare energy plans. Compare information from several companies.
- **Use** free services to help you choose. These include yourchoice.vic.gov.au – a Victorian Government service offering tips and tools for choosing an energy retailer. Telephone: 1300 134 575.
- **Ask** your current gas or electricity company whether exit fees apply if you switch.
- **Read** and understand the documents before you sign.
- **Register** on the Australian Government's Do Not Call Register if you want to avoid telemarketers. Visit donotcall.gov.au or call 1300 792 958.
- **Know** your legal rights. You have up to 10 business days to contact the company and cancel the contract if you change your mind. Contact us if you think a salesperson is breaking the law.

Consumer Affairs Victoria

consumer.vic.gov.au

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