

Part B: Signatories, governance framework and administration

Signatories

1. Signing up to this Customer Code is voluntary. Signatories include energy retailers, distributors and metering companies along with other relevant industry participants wishing to support this Customer Code.
2. Signatories agree to pay the annual fee set by the Customer Code Council.
3. Signatories will provide a copy of this Customer Code to you on request and promote its availability including through briefing community organisations, prominent links to or a display of this Customer Code on their websites.
4. In applying to become a Signatory, each organisation agrees to co-operate with the Code Administrator and the Customer Code Council in their exercise of the responsibilities under this Customer Code.
5. Signatories agree to comply with this Customer Code and the governance, administration and operational frameworks and acknowledge that failure to do so may make them ineligible to remain a Signatory.
6. Signatories will annually confirm to the Code Administrator by a written checklist how they are meeting the commitments of this Customer Code, and this will be appropriately reflected in the annual report prepared by the Code Administrator.
7. Signatories should ensure that all relevant employees are made aware of this Customer Code and the Signatory commitments relevant under it.

Governance framework

1. This Customer Code is governed and administered by:
2. The Customer Code Council which will comprise representatives of key stakeholders including Signatories, consumer representatives, the Code Administrator and an Independent Chair with the Energy Charter and interested regulators as observers from time to time.
3. The initial Customer Code Council will be appointed by the Independent Chair and The Energy Charter CEO from nominations received.
4. The first Customer Code Council will be appointed for 12 months.
5. Excluding the Independent Chair and consumer representatives, no member will stand on this Customer Code Council for more than two consecutive years without vacating the position and standing for re-appointment.
6. The Code Administrator appointed by the Customer Code Council is responsible for day-to-day administration of this Customer Code.
7. The Customer Code Council will enter a Memorandum of Understanding expanding upon the role of the Customer Code Council and the Code Administrator. This may be revised from time to time, following consultation with stakeholders.

8. A Competition Law Protocol will apply to all Customer Code Council meetings and other activities facilitated by the Code Administrator.
9. The Customer Code Council will appoint a Code Administrator for an initial period of 12 months, followed by three (3) yearly appointment periods from then on.
10. The Customer Code Council and the Code Administrator will promote the benefits of this Customer Code to Customers, the community, industry participants and to relevant stakeholders.
11. The Customer Code Council and the Code Administrator will set a program of events to assist Signatories in capability building to better deliver on their commitments such as industry roundtables, lunch and learn sessions and developing resources for Signatories and/or Customers.
12. The Customer Code Council and the Code Administrator will develop resources and action plans to support Customers and to help Signatories meet their commitments.
13. The Customer Code Council and the Code Administrator will review this Customer Code including a review of its performance against the objectives with the Signatories after the initial period of 12 months of operation, followed by every three (3) years from then on.

Administration

1. The Code Administrator is independent of the Signatories and the Customer Code Council. He or she is responsible for the day-to-day administration and governance of this Customer Code including evaluating Signatories' ability to meet Customer Code commitments.
2. The Code Administrator is responsible for developing application and renewal processes for Signatories including:
3. Where an application is made, the Code Administrator will assess whether to admit the applicant as a Signatory, considering whether their approach, processes and documents are sufficient to support the Signatory meeting the standards of this Customer Code.
4. Where a Signatory applies to renew their status as a Signatory, the Code Administrator may consider any complaints that have been made about the Signatory, whether the Signatory has co-operated with the Code Administrator in carrying out its responsibilities and any other relevant factors.
5. In either case, acceptance of a Signatory will not be unreasonably withheld.
6. The Code Administrator will operate this Customer Code on a not-for-profit basis such that any activity to increase or maintain the number of Signatories is based on broadening the reach of this Customer Code and not on any financial incentive.
7. The Code Administrator will review the fees payable by Signatories yearly.
8. The Code Administrator, in consultation with this Customer Code Council will develop a framework for reporting results by Signatories on a quarterly basis. The results will be aggregated, anonymised and shared with Signatories and relevant stakeholders. Results will be used to consider changes to this Customer Code.
9. To build customer awareness and to assist Signatories in meeting their commitments under this Customer Code, the Code Administrator will publish:
10. Copies and accessible information about this Customer Code
11. Easily accessible list of Signatories to facilitate transparency
12. Information to assist Signatories to meet the expectations of this Customer Code. These may include consumer information, checklists, templates, guides or training material
13. Customer Code brand marketing guidelines for Signatories.
14. Details of fees: fees may vary by classes of Signatories. A change in fees is not effective until at least two (2) months after publication of the new fee.

Complaints + continuous improvement

1. The Code Administrator will implement an Independent Complaints Management process for complaints between Signatories. Where a Signatory's internal Complaints Process fails to resolve the issue, the matter can be reviewed by the Code Administrator.
2. The Code Administrator will provide feedback to the Signatory about any identified issues to provide an opportunity for improvement. If the complaint is a breach of this Customer Code, the Code Administrator will contact the Signatory to seek a resolution. If the Signatory will not comply, the matter will be referred to an Independent Decision Maker. Any Signatory involved will be charged a fee to cover the costs of the review. No Customer will be charged a fee for a review. The Independent Decision Maker will advise the Code Administrator of the decision including whether the company should remain a Signatory. Signatories are encouraged to self-report any identified issues.
3. The Code Administrator will provide this Customer Code Council with anonymised results of monitoring and improvements.
4. The Code Administrator will advise this Customer Code Council in an anonymised format of any potential systemic issues that have not been resolved.
5. This Customer Code Council and the Code Administrator will determine if any parts of this Customer Code need to be updated or where resources could be developed to assist Signatories or Customers.
6. The Code Administrator will develop a brief annual report highlighting benefits and outcomes, systemic issues and recommendations where improvements could be made.