

## **Energy Retail Code of Practice review – Response from Knox Infolink Inc.**

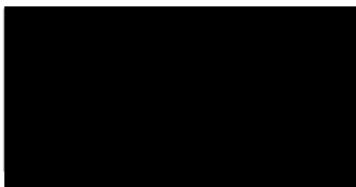
Knox Infolink welcomes the opportunity to comment on the Energy Consumer Reforms proposed by the ESC. As a local organisation working with people experiencing financial and social disadvantage, we support changes that make energy more affordable and fairer. We believe that these changes are driven by a genuine desire to help people experiencing financial hardship, and applaud the work of the ESC to this end.

For individuals and families doing it tough, access to simple, fair and affordable energy is not just a financial issue, it impacts their health, wellbeing, and dignity. Addressing energy hardship has a ripple effect for releasing financial strains on our community members. In particular, we support:

- Automatically giving customers experiencing payment difficulty the best available energy deal, with the option to opt out.
- Making it simpler and easier for people to switch plans.
- Helping customers access the concessions they are eligible for.
- Including contact details for help services like EWOV on energy bills.
- Phasing out old contracts with unfair conditions or penalties.

These reforms would help reduce cost pressures and support the wellbeing of the communities we work with.

Best regards,



Penny Robinson  
Centre Manager  
Knox Infolink

