



Information on doorknocking, telemarketing and other advertising practices

Victorian Energy Upgrades is a Victorian Government initiative that provides discounted energy saving products and services to households through accredited providers. Participation is entirely voluntary.

The program can save a typical household around \$150 a year off energy bills. Depending on the upgrade, these savings can go much higher. Eligible upgrade activities include installing LED lights, water efficient shower roses, energy efficient water heaters; weather sealing; and heating and cooling appliance upgrades.

How you can benefit

The program incentives allow accredited providers to complete energy efficient upgrades at a discounted rate, and free in some circumstances. Depending on the accredited provider and the type of installation (e.g. travel, upgrade complexity, other technical aspects), a payment may be required from you. This should be agreed upon beforehand.

To read more about the program or to find an accredited provider in your area go to www.victorianenergysaver.vic.gov.au.

Accredited providers use a range of techniques to contact eligible households, including through television, print and online advertising, telemarketing and doorknocking. This contact plays a valuable role in allowing you to engage with the program, but it must be done in the correct manner.

Obligations for accredited providers and third parties operating on their behalf

Provision of information

By law, accredited providers and third parties operating on their behalf must tell you:

- their name
- the name and address (not a PO Box) of the accredited provider they represent
- the purpose of the call/visit.

Knock and call times

Accredited providers and third parties operating on their behalf are not allowed to doorknock or call you:

- on Sundays or public holidays
- before 9am or after 6pm on weekdays (after 8pm for calls)
- before 9am or after 5pm on Saturdays.

Doorknocking

Accredited providers and third parties operating on their behalf must leave the premises if asked by you and not return for 30 days. They **must not** approach any premises with a 'do not knock' sign.

Telemarketing

Accredited providers and third parties operating on their behalf **must**:

- inform you how they acquired your telephone number (if asked)
- remain on the line and answer any questions you have about the provider they represent
- refrain from using recorded messages or 'robo' phone tactics designed to alarm
- inform you which accredited provider will be undertaking the installation
- ensure their calling line identification is enabled
- at your request, hang up immediately and not call back for at least 30 days.

To stop receiving all telemarketing calls, you can register your number with the Do Not Call Register managed by the Australian Communications and Media Authority. To find out further information, lodge a complaint or register your number, please visit www.donotcall.gov.au or phone 1300 792 958.

False and misleading claims

Accredited providers are businesses approved to participate in the program. They and third parties operating on their behalf **must not** make false or misleading claims, or engage in misleading or deceptive conduct including:

- claiming they work for the Victorian Energy Upgrades program, the Essential Services Commission or the Victorian Government
- claiming the installation is mandatory under the Victorian Energy Upgrades program
- claiming your telephone number was provided by the Victorian Government
- providing incorrect contact details
- making any other inaccurate representations that might induce you to agree to an upgrade.

Further information

To register a complaint, please call **(03) 9032 1310** or email veu@esc.vic.gov.au.

A full list of accredited providers can be found at www.veu-registry.vic.gov.au/Public/Participants2.aspx