

Media release

Dealing with door-to-door salespeople and telemarketers

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Answering the door or phone to electricity and gas retailers can be daunting and confusing for some people. But understanding your rights can help you get the best deal.

Victorian Government and non-government organisations have the following tips for consumers approached by telemarketers and door-to-door salespeople.

If someone comes to your door, always ask to see their identification. By law, they must show you identification. They must also leave your premises immediately if you ask them to. If they ask to see an energy bill, you do not have to show them one.

Make sure you read and understand documents before signing them and check with your current energy retailer whether any cancellation fees apply if you switch.

Under the Australian Consumer Law, you have up to 10 business days to end an agreement made from door-to-door and telemarketing sales.

Keep an eye out for suspicious salespeople. Consumer Affairs Victoria has received several complaints about salespeople who give the impression they are from the government when they are not.

Don't feel pressured into making a decision on the spot. Take time to research all of the energy service retailers in your area, and work out which offers the best deal for your circumstances. The Victorian Government website yourchoice.vic.gov.au has impartial tips and tools for choosing an energy retailer.

If you do not wish to be contacted by telemarketers, you can register on the Australian Government's Do Not Call Register at donotcall.gov.au or by calling 1300 792 958. You can also get a Do not knock sticker from donotknock.org.au, if you do not want door-to-door salespeople knocking at your door.

For more information on dealing with door-to-door salespeople and telemarketers, contact Consumer Affairs Victoria on 1300 55 81 81 or visit consumer.vic.gov.au/energy.



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consumer.vic.gov.au/energy
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