

Energy firm in dock over tactics

ENERGYAustralia — facing ACCC legal action alleging its door-to-door sales force ignored Do Not Knock stickers — has begun distributing said stickers in a bid to prevent other power companies from poaching its customers.

The ACCC alleges EnergyAustralia and door-to-door sales companies breached up to four sections of the Australian Consumer Law in Victoria, Queensland and NSW.

Documents lodged with the Federal Court in Melbourne allege that on a Saturday afternoon in February last year an employee of Aegis Direct, representing EnergyAustralia, knocked on the door of a home in Melbourne's western suburbs "despite the presence of a notice prominently displayed on a glass panel next to the front door of the house that contained the words: 'Do not knock — sales people please note — unsolicited

door knocking here is unlawful'."

The rep allegedly told the resident: "I'm here because there is a government initiative to make sure energy companies are charging the correct service rates."

The ACCC alleges this was misleading or deceptive conduct. It is seeking fines and injunctions.

The next step in the Federal Court matter is a mediation session set down for September 10.