

# EFFECTIVENESS OF THE NATIONAL ENERGY RETAIL LAWS

## PUBLIC FORUM



Have you contacted an energy company in the past 12 months:

- ▲ To get help understanding your energy bill
- ▲ Because you were having trouble paying your energy bill
- ▲ About a disconnection or possible disconnection of your service
- ▲ About an offer you received for an energy contract
- ▲ To complain about the service you received?

The Essential Services Commission is seeking feedback on the effectiveness of the National Energy Retail Laws - which set the rules for your relationship with your energy company - and how your experience with energy companies may have changed over time.

While it does not deal with the price you pay for energy, the review is considering issues like:

- ▲ Marketing of energy contracts
- ▲ Independent price comparisons
- ▲ Provision of information
- ▲ Complaints and dispute resolution
- ▲ Hardship and disconnection issues

You can attend a public forum to voice your opinion and hear the views of others:

**Date: Friday, 1 May 2015**  
**Time: 9.30am to 12.30pm**  
**Venue: Adelaide Town Hall, Meeting Hall**  
**(Off 25 Pirie Street, Adelaide)**

To attend the forum, please register here: [on-line registration](#)

By E-mail: [escosa@escosa.sa.gov.au](mailto:escosa@escosa.sa.gov.au)

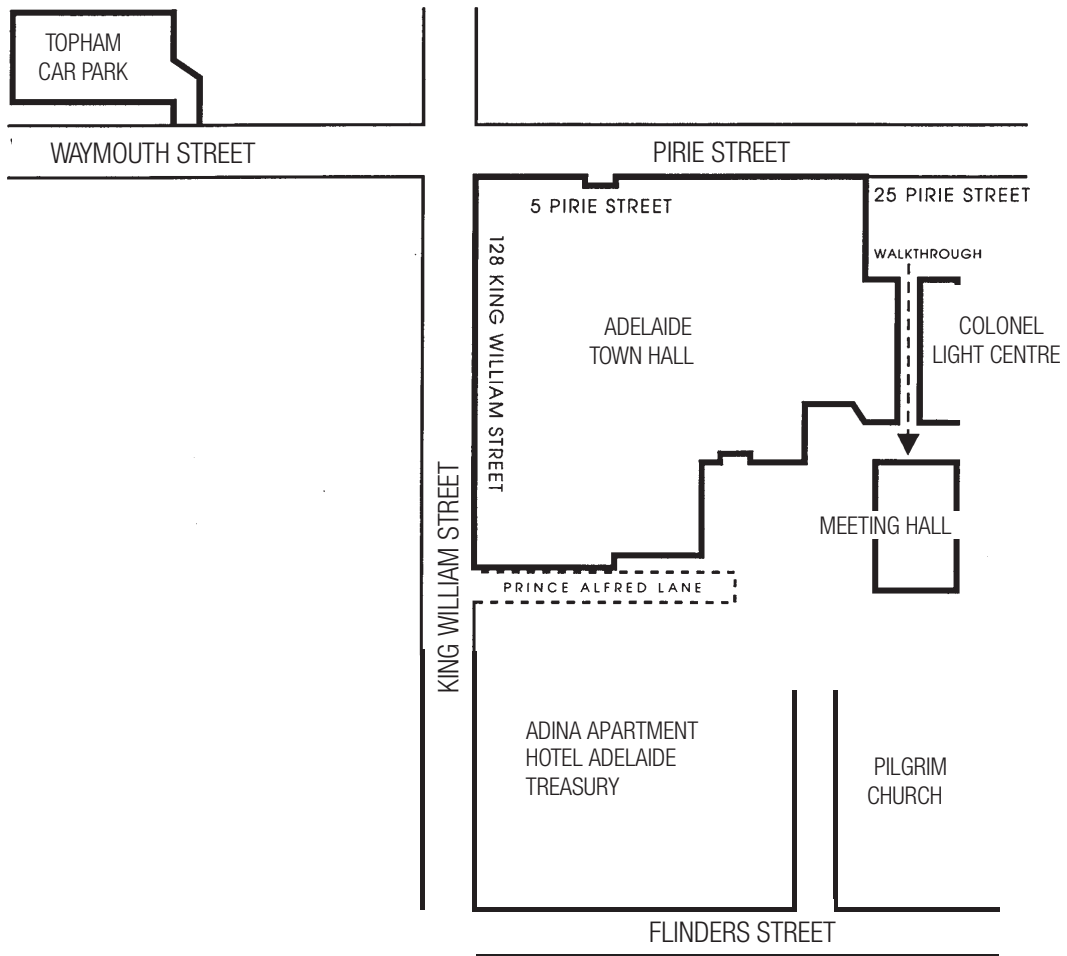
By Phone: (08) 8463 4444 or freecall 1800 633 592 (SA and mobiles only)

You do not need to attend the Public Forum to contribute to this review. You can also provide your views by filling out a confidential survey form, which you can download from: [Online Survey](#)

Alternatively, you can contact the Commission directly by Phone: (08) 8463 4444 or freecall 1800 633 592 (SA and mobiles only).

Full details of the review are available from the Commission's website at: [NECF Review](#)

# Meeting Hall Location Map



Meeting Hall Dimensions	
Length:	13.5 metres
Width:	13 metres
Area:	166 sq. metres