



Media Statement

For immediate release

Statement in response to ACCC unsolicited selling and lead generation report

Energy Consumers Australia response to the [ACCC Unsolicited selling and lead generation report](#).

Quotes attributable to Claire Ohk – Manager, Consumer Advocacy at Energy Consumers Australia:

“While we are disappointed the ACCC stopped short of a ban, its findings confirm that non-compliance and high-pressure sales tactics remain widespread in solar and household energy markets. When everyday households are forced to navigate complex new energy technologies without adequate protection, it undermines the consumer trust that is essential for a successful energy transition.”

“The current market continues to force consumers to navigate high-risk decisions without adequate protections. We need to shift the responsibility onto the providers by introducing a consumer duty that requires energy providers to actively deliver fair outcomes and avoid foreseeable consumer harm.”

“If governments want households to embrace the energy transition with confidence, we need real accountability. That means introducing a consumer duty requiring providers to act in consumers’ interests, alongside expanding ombudsman jurisdiction to cover consumer energy resources so every household has access to independent dispute resolution when things go wrong.”

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About Energy Consumers Australia

[Energy Consumers Australia](#) is the independent, national voice for residential and small business energy consumers. We enable residential and small business energy consumers to have their voices heard.