

## **Media release, 28 November 2014: ACCC releases report on comparator website industry**

The Consumer Utilities Advocacy Centre (CUAC) welcomes today's release of the report *The comparator website industry in Australia* by the Australian Consumer & Competition Commission (ACCC). The report sets out recent actions the ACCC has taken relating to misleading conduct and provides a framework for the industry moving forward.

Jo Benvenuti, Executive Officer of CUAC, said "Commercial switching sites are becoming a common sales channel for consumers to obtain information about complex market offers, so it is important that consumers are getting clear and transparent information that can be relied on."

"CUAC has previously undertaken research into commercial energy comparator sites that revealed a number of problem areas and we have been working with the industry and consumer groups to eliminate these and to develop an industry code of conduct that will increase consumer confidence," she said. "It has been a very collaborative process and we are pleased with the progress being made."

The ACCC's report highlights how commercial comparator websites have the potential to drive a number of positive changes in markets but also identifies areas where conduct by comparator website operators could potentially mislead or deceive consumers.

The ACCC has committed to publishing further guidance to the industry as a follow up to this report.

"CUAC looks forward to this guideline as it will help inform a best practice approach by industry," Ms Benvenuti said. "We would like consumers to have the option of choosing a commercial comparator site that proudly supports a best practice energy comparator code."

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