

**20. Conduct when a person does not wish to be contacted**

- (1) If a person who has been contacted by a marketer for the purposes of marketing indicates that the person does not wish to be contacted again by or on behalf of the responsible marketer, the responsible marketer must ensure that the person is not contacted by or on behalf of the responsible marketer in relation to the supply of gas by the retail supplier for whom the marketing was carried out for the next 2 years.
- (2) A responsible marketer must keep a record of each person who has indicated that the person does not wish to be contacted (as described in subclause (1)) that includes the name and address of the person at the time the person made that indication.
- (3) The responsible marketer must give a copy of the record to the gas industry ombudsman or the Code Administrator on request.
- (4) A marketer must, to the extent practicable, comply with a notice on or near a person's premises indicating that the person does not wish to receive unsolicited mail or other marketing (for example, "No junk mail" or "No canvassing" signs).