

Frequently Asked Questions

Major regulatory changes in the energy industry took effect on 1 July 2019. See below for answers to some frequently asked questions.

Q. Where can I find additional information on the changes that came into effect on 1 July?

A. For more information on the regulatory changes please review the [1 July Energy Training Pack](#), available on Pacific Compass.

Q. Where can I find additional information on the ACN Mint plans?

A. You can find high-level information on the ACN Mint plans by accessing the Energy Resources page in Pacific Compass. Additionally, you can access plan information by navigating to the [Click Energy Quick Quote Tool](#) via your Personal IBO Website.

Q. Are the plans available on my Personal IBO Website?

A. All new ACN-exclusive Click Energy plans are available today and can be accessed via your Personal IBO Website.

Q. How will this affect my existing customer points and commissions?

A. Any customers signed up to Click Energy via ACN before 1 July 2019 are not affected by these changes. Your customer points and commissions will be unaffected by this change, even if your customers decide to change plans with Click Energy.

Q. Do I need to re-sit the Energy Accreditation training?

A. The Energy Accreditation training was updated on 1 July 2019 to include information on the regulatory changes. All new IBOs joining ACN will be required to sit this training, however IBOs who have already completed the training and successfully passed the quiz are not required to re-sit the training. ACN does encourage all IBOs to review the Energy Accreditation training on a regular basis to ensure you keep up-to-date and remain fully compliant with all regulations.

Q. If a customer wants to switch from their current plan to one of the new Mint plans, can they do that and how will that affect my points and commission?

A. Existing Click Energy customers can change their plan at any time by contacting Click Energy's dedicated ACN hotline on **1300 567 236**. ACN recommends that customers contact Click Energy regularly to ensure they are on the best plan to suit their usage. Customers changing plans does not affect points or commissions in PCL.