



# DOOR-TO-DOOR ENERGY SALESPEOPLE MUST WEAR AN ID BADGE

## IDENTIFICATION BADGES MUST:

1. BE PROMINENTLY DISPLAYED
2. DISPLAY THE AGENT'S PHOTO
3. DISPLAY THE AGENT'S FULL NAME
4. ACCURATELY IDENTIFY THE SUPPLIER
5. DISPLAY A CUSTOMER-SERVICE PHONE NUMBER FOR THE SUPPLIER

## UPON FIRST CONTACT WITH A CUSTOMER, AN AGENT MUST:

-  Identify himself by name, the energy supplier he represents, and the reason for the visit.
-  Make clear that he is not working for the customer's utility company or other supplier.



## THE AGENT MAY NOT:

-  Claim an affiliation or partnership with a utility, government agency or other energy supplier.
-  Wear clothing or accessories, or carry equipment containing logos or branding elements for other utilities or agencies.



**PUC Consumer Hotline**  
**1-800-692-7380**

