



Dodo Power & Gas Pty Ltd
ABN: 15 123 155 810
Level 14, 600 St Kilda Road
Melbourne VIC 3004
Ph 161 3 9068 9970
Fax +61 3 9510 2503

Essential Services Commission
Review of Regulatory Instruments
Level 2, 35 Spring Street
Melbourne Vic 3000

Re Review of Regulatory Instruments Stage 1 - Draft Decision

Dodo Power & Gas welcomes the Commissions approach to the review and the repeal of duplicated and redundant regulations and is pleased that the Commissions Draft Decision will significantly reduce the number and complexity of a number of regulatory obligations.

Telephone Marketing Requirements

Dodo Power & Gas has noted the Commissions attempt to repeal obligations that are duplicated in other regulatory instruments, and as such we are surprised to see that the telephone marketing times in section 5.1, and the telephone marketing information requirements in section 5.3 of the Marketing Code of Conduct have not been repealed in favour of the National Telecommunications (Do Not Call Register) (Telemarketing and Research Calls) Industry Standard 2007.

The Telecommunications Industry Standard establishes prohibited calling times for Marketers, as well as comprehensively defining information provision requirements for marketing calls.

We believe that these specific provisions in the Marketing Code of Conduct should be repealed in favour of this overarching telephone marketing standard.

Distributor Names on Bills

Dodo Power & Gas is concerned about the application of the proposed obligation to place the name of the customer's Distributor as part of the emergency telephone number information on a bill.

We understand that there can be some confusion for customers when dialling the faults telephone numbers, and we consider an appropriate resolution could be "To report faults or emergencies, call your Local Distributor * on X". Information on who the Local Distributor is could then be provided in the information panel of the bill.

This approach would, a) standardise the statement for all retailers; b) establish the separation of retailer from distributor, and c) provide a second and more appropriate location for more detailed information about the distributor.

Thank you for this opportunity to comment on the Commission's Draft Decision on the first stage of your Review of Regulatory Instruments. If you seek any clarification of these comments, please do not hesitate call me on (03) 9868 9944.

Yours faithfully

Andrew Mair
Customer Operations Manager
Dodo Power & Gas