



**Customer  
Charter**

**dodo**<sup>®</sup>  
POWER & GAS

---

## **ABOUT DODO POWER & GAS**

Dodo Power & Gas Pty Ltd is an energy retailer licensed to supply electricity and natural gas to residences in Victoria, South Australia, New South Wales, the Australian Capital Territory, and Queensland.

Dodo Power & Gas is a member of the Dodo Australia family, one of Australia's largest Internet service providers and a national telecommunications provider. This relationship provides Us with the unique opportunity to offer You products and services beyond energy products.

---

## **ABOUT THIS CHARTER**

This Customer Charter (Charter) applies to small energy customers. It details our mutual rights, entitlements, and obligations and lets You know what You can expect as a Dodo Power & Gas customer. This Charter also incorporates a statement of Your rights in respect of bills and charges.

You should read this Charter in conjunction with the terms and conditions of Your electricity and/or gas (energy) contract with Us. This Charter is for information purposes only and is not legally binding.

The applicable regulatory acts, codes, and guidelines ("Regulations") which apply to the sale of energy to a small customer in each State or Territory in which Dodo Power & Gas operates have been listed in Appendix 1.

A copy of this Charter is available for download from our website (including a large print version). You may request a copy of the Charter in large print to be mailed to You at no charge, however additional copies of this standard Charter may attract a fee.

## **TABLE OF CONTENTS**

---

<b>ABOUT DODO POWER &amp; GAS</b>	00
<b>ABOUT THIS CHARTER</b>	00
<b>YOUR CONTRACT WITH DODO POWER &amp; GAS</b>	01
<b>YOUR DODO POWER &amp; GAS BILLS</b>	04
<b>PAYMENT OPTIONS</b>	08
<b>CREDIT MANAGEMENT</b>	08
<b>LIFE SUPPORT</b>	11
<b>PRIVACY</b>	11
<b>YOUR RESPONSIBILITIES</b>	11
<b>COMMUNICATION</b>	11
<b>HOW YOU CAN CONTACT DODO POWER &amp; GAS</b>	12
<b>COMPLAINTS</b>	13
<b>OUR ROLE IN SUPPLYING ENERGY TO YOUR SUPPLY ADDRESS</b>	13
<b>FORCE MAJEURE</b>	14
<b>DEFINITION OF TERMS</b>	15
<b>WHO CAN YOU CONTACT FOR ASSISTANCE</b>	16
<b>LANGUAGE ASSISTANCE</b>	17
<b>APPENDIX 1 REGULATORY ACTS CODES AND GUIDELINES</b>	19

## **YOUR CONTRACT WITH DODO POWER & GAS**

### **Contract Types**

Dodo Power & Gas offers four market contracts; no term, 12 month, 24 month and 36 Month fixed term contracts. You should read the documentation contained in Your Dodo Power & Gas Welcome Pack to confirm the terms and conditions associated with Your market contract. Our market contract terms and conditions comply with the basic terms and conditions required by Regulation:

- except where we have obtained your explicit informed consent to any difference to those basic terms and conditions (as required by Regulation). For example, where we agree with you a monthly instalment payment, where we agree with you payment by credit card or direct debit, or if we agree with you terms for a billing cycle different to the 3 month period required by the code.
- but may have additional conditions, for example regarding the application of pay on time discounts offered by Dodo Power & Gas.

In addition, You have the right, granted by applicable Regulations, to enter into a standard form (non market) customer contract with Us or another retailer. The terms and conditions of this 'non market' or 'standing offer' contract are available on Our website.

The terms of both a market contract and standing offer contract must comply with applicable Regulations.

### **When Does Your Contract Start**

Your contract with Dodo Power & Gas starts on the date You accept our offer (and for a market contract, satisfy any relevant preconditions). If we are not financially responsible to pay the relevant wholesale market for energy used at your supply address, our supply of energy to You will commence on the day we become financially responsible (which will generally be the day of Your next meter reading).

If You move into a premise for which we are the financially responsible energy retailer, You will be deemed to have a non market contract with us (unless You arrange otherwise).

## **YOUR COOLING OFF PERIOD**

IF YOU HAVE ENTERED INTO A MARKET CONTRACT WITH US, YOU HAVE A 10 BUSINESS DAY COOLING OFF PERIOD TO CANCEL YOUR CONTRACT. TO CANCEL YOUR CONTRACT DURING THE COOLING OFF PERIOD, YOU MUST NOTIFY US WITHIN 10 BUSINESS DAYS OF RECEIVING YOUR WELCOME PACK. YOU MAY CALL US TO CANCEL YOUR CONTRACT ON 13 DODO (13 36 36). YOU MAY ALSO USE THE CANCELLATION NOTICE PROVIDED WITH THE MARKET CONTRACT TERMS AND CONDITIONS.

THE AUSTRALIAN CONSUMER LAW MAY EXTEND THE COOLING OFF PERIOD BY UP TO SIX MONTHS, IN SOME CIRCUMSTANCES. FOR EXAMPLE IF WE DID NOT PROVIDE YOU WITH INFORMATION ABOUT YOUR COOLING OFF RIGHTS OR IF WE ACCEPTED OR REQUESTED PAYMENT FROM YOU UNDER THE MARKET CONTRACT DURING THE COOLING OFF PERIOD.

## **Cancelling Your Contract**

You may cancel Your market contract by providing Us with advance notice (generally 20 business days advance notice is required unless you are moving house).

However, if You wish to cancel Your fixed term market contract after the cooling period off has expired, but prior to the end of the contract, You will be liable for any termination costs detailed in Your contract.

You may cancel your standing offer contract (without penalty) at any time by notice to Us.

## **Expiration of Your Contract**

If You have entered into a fixed term market contract, We will contact You prior to the expiration of the fixed term to:

- notify You that the contract is due to expire;
- confirm the expiry date;
- advise You of the fees and terms and conditions that will apply after the expiration of the fixed term contract; and
- advise You of the options available to You.

You will, unless You advise Us otherwise, be transferred to Our standard no term contract upon the expiration of the fixed term contract.

## **Moving House**

For all contract types and terms, You must notify Us at least 3 Business Days in advance before vacating Your supply address.

(If You live in a rural area the period of advance notice required may be longer). If You do not give us this prior notice, You may remain responsible for any and all energy consumed at the supply address after you have left.

You will not be charged a termination fee if You are transferring Your contract to a new Supply Address, providing You enter into a contract with Us for that Supply Address. The new contract may have different terms and conditions to Your current contract.

## **Variation**

Your market contract terms and conditions and rates may be varied by Us providing advance written notice to You (but You may terminate the contract if a change to the terms and conditions has an adverse impact on You).

Your standing offer contract may be varied by Our publishing variations in the Government Gazette or national newspapers.

## **Credit Check/Verification of Identity**

In accepting our offer, You authorise Us to carry out a credit check on You to establish Your credit worthiness and to use Your identification details to verify Your identity.

## **Refundable Advance/Security Deposit**

If We require You to provide a refundable advance, We will do so according to the requirements of relevant Regulations. These requirements restrict when We may require a refundable advance. For example, We may require You to provide a refundable advance if you owe money to another electricity or gas retailer. We may only use the refundable advance in specified circumstances such as to recover unpaid amounts owed by You to Us. Otherwise, We will return the refundable advance if You cease to take supply from Us or (if You are a Residential Customer and if required by Regulation) if You pay Your bills by the due dates for, the period prescribed (generally one year).

## **Regulatory Acts Codes and Guidelines**

Each State has various Regulations to which we must adhere. These Regulations form the rights and responsibilities You have as an energy customer, and are available for download from our website [www.dodo.com.au/powerandgas](http://www.dodo.com.au/powerandgas). You can also obtain copies of (or links to) Regulations at the Government websites listed in Appendix 1.

If You do not have access to our website please contact our service staff on 13 dodo (13 36 36) and they will help You

obtain a copy of the Regulation You require. If You wish for a copy to be mailed to You, there may be a charge associated with this request.

---

## **YOUR DODO POWER & GAS BILLS**

### **Receiving Your Bill**

If You have a market contract Your bill will generally be made available through an online account management system and You will be notified by email each time a new bill is available to be viewed, provided that we have a valid email address on file for your account. Your bill will appear in a printable format. If You wish to receive a hard copy of Your bill, this may attract a fee for each bill.

If You have a standing offer contract Your bill will be posted to You.

If requested by You We will provide You with information about the current status of Your bill and about meter readings and meter registration connected with the bill, free of charge (unless the information relates to meter registration on a half-hourly basis) and within a reasonable time of receiving Your request.

### **Your Tariff/Rates**

Your rate (or tariff) is the price You pay for Your energy supply and is set out in either Your Market Offer Summary (for a market contract) or our standing offer (for a non market contract). If the rates (tariffs) We charge you for the supply of energy are varied, We must provide You with advance notice of this. If You have a market contract We will directly notify You of the rate change. For standing offer contracts, changes will be published in the Government Gazette or national newspapers. If You transfer to a new supply address Your tariff may change.

Your rate may depend on whether You are a Residential Customer or a Business Customer. You cannot choose a non-business product plan if You are a Business Customer or a non-residential product plan if You are a Residential Customer.

If Your rate changes during the billing period the total amount payable by You will be determined by the quantity of Energy You consume at the old rate and at the varied rate.

On request (and within 10 business days), we will provide you with reasonable information on rates we may offer to You.

You are responsible for the consumption of energy at Your Supply Address and for all fees and charges that the

Regulations allow Us to charge You, including any additional retail charges (e.g. for special meter readings), Distributor charges and for any other goods or services supplied to You.

## **Your GreenPower Rate**

If You have a market contract You may also choose to pay an additional amount (a GreenPower Payment) on a nominated percentage (10% or 100%) of Your energy usage. In return, We will purchase and surrender an equivalent quantity of relevant renewable energy certificates.

## **How Your Bill is Calculated**

We will issue You a bill, which complies with the relevant Regulations, every three months for electricity or every two months for gas, or as agreed between us. Unless You have requested that we do otherwise, Your bill will generally be based on Your actual meter reading but may in some circumstances (including where You do not provide safe and easy access to Your meter) be based on an estimated or substituted reading in accordance with Regulations.

Amongst other information, Your bill will include the following:

- Your name and account number;
- Your supply address and each relevant NMI or MIRN;
- the period covered by the bill;
- the relevant tariff or tariffs;
- the total amount of energy consumed in the period;
- whether the bill is estimated or based on a meter reading;
- any additional retail charges or distributor charges;
- the amount payable and the due date;
- telephone numbers for billing and payment enquiries;
- telephone numbers for faults or emergencies;
- a graph showing Your greenhouse gas emissions based on your energy consumption for the period covered by the bill.

We may also include in your bill a graph showing your consumption of energy and to the extent that data is available, your consumption for each billing period over the past 12 months, including a comparison of Your consumption with the same period of the previous year.

You must also pay Us for any additional charges, any other goods or services which You receive from Us and any other

charges applied by the Distributor for the supply of the energy to You.

## **Paying Your bill**

You must pay Your bill by the due date for payment specified on the bill which must be not less than 12 business days after the date it is sent to You.

We will accept payment in advance from You if required by Energy Laws.

If You have a market contract with Us you agree to pay regular instalment payments as a contribution to Your bill. This instalment payment will be calculated based on an estimation of Your energy usage but will be regularly reviewed to ensure our estimations are in line with Your energy usage. You will be given 30 days notice of any changes to Your instalment payment. When We bill You for Your usage, We will deduct from the billed amount instalment payments made by You during the billing period and add any remaining amount to be paid to the next instalment payment to be made after the due date.

We do not pay interest on payments made in advance or credit balances on Your bill.

We must apply any payments received from You firstly towards payment of Your energy charges, if We provide You with goods or services other than energy.

## **Pay on time Discount**

If You have a market contract with Us and You are eligible for a Pay on Time Discount, the amount of the applicable discount will be shown on Your bill, along with the date that the bill must be paid by in order for the discount to be applied.

The Pay on Time Discount will be applied to the total dollar value of the usage component of the bill, after any applicable Concessions or GreenPower Payments have been deducted.

If You do not pay your account by the date specified on the bill, the Pay on Time Discount will not be applied. We may also reduce the Pay or Time Discount if You do not pay all Your regular instalment payments. If You pay Your bill late we may charge a late payment fee if not prohibited from doing so by Regulation.

## **Concessions and Government Sponsored Rebates**

If You are a Residential Customer, We will provide You with information on Concessions, upon request by You.

We will automatically apply to your account any Concessions that You are eligible for, providing You have supplied to Us the appropriate details of Your eligibility for the Concession and You have agreed to share that information with the relevant State or Federal government agency.

## **Reviewing Your Account**

We will review Your bill at Your request. However, in relation to that bill You are obliged to pay the lower of:

- that portion of Your bill that You agree is not in dispute; or
- an amount equal to the average of Your bills in the previous 12 months.

If We find the bill is correct then You must pay any unpaid amount.

If Your bill is incorrect We will adjust it.

If You believe Your meter is faulty, You may request a meter test. If Your meter is found to comply with Regulations, You must pay any unpaid amount owing on Your account and the cost of the meter test.

## **Billing information**

Upon Your request, we will send You free of charge the historical billing information relevant to Your supply address for the previous 2 years (or for the period You have been our customer, if that is less than 2 years). If You wish to obtain billing information for more than 2 years, or if copies have been provided within the previous 12 months, a charge may apply. We will also provide You with the following on Your request:

- information about the current status of Your bill or account;
- information about meter readings and meter registrations connected with a bill.

This information will be provided for free except that we may charge You for our reasonable costs of collecting and releasing information that relates to meter registration on a half-hourly basis.

## **Undercharging**

If We have undercharged or not charged You, We may recover that amount so long as We comply with the relevant Regulations. We will list the amount owing in a special bill or in Your next bill with an explanation of the amount. We cannot recover more than the amount undercharged in the prescribed period (generally 12 months) prior to the date on which We notify You of the undercharging (i.e. We cannot

charge You interest), and must offer you time to pay the amount undercharged.

## **Overcharging**

If We have overcharged You, We will notify You and will repay the amount in accordance with Your reasonable instructions. Otherwise, we will credit any amount overcharged to Your next bill. Regulations may require us to pay interest or a guaranteed service level rebate in respect of this overcharging.

## **Managing Your Energy Usage**

If You need assistance in managing Your energy usage You can refer to our website for some guidelines in auditing Your energy use as well as tips to reduce Your future usage.

Our customer service representatives have been trained to help You with any issues You may have regarding Your energy usage. We will provide you with energy efficiency advice upon request by You.

---

## **PAYMENT OPTIONS**

You may pay Your energy bills and (if you have a market contract) regular instalment payments in person, by mail, over the phone, using BPay or by direct debit arrangement, or as otherwise agreed between Us.

Any payment defaults may attract an additional charge (if allowed by Regulations) which will appear on Your bill. Your chosen payment method may also attract an additional charge (if allowed by Regulations).

If you have a Market Contract We may agree with You a payment regime where you can make regular instalment payments automatically, by either direct debit from Your bank account or credit card.

---

## **CREDIT MANAGEMENT**

### **Credit Management Policy**

Our credit management policy adheres to State regulations.

### **Payment Difficulties**

You must contact Us if You anticipate that You will be unable to pay Your bill or instalments by the due date.

If You contact Us, or We contact You believing that You are experiencing repeated difficulties in paying Your bills, We may:

- discuss with You alternative payment arrangements;
- assess Your capacity to pay and make available to You information about our assessment;
- offer You an instalment plan, unless, You have failed to comply with previous instalment plans and You do not provide a reasonable assurance to Us that You are willing to meet Your payment obligations;
- provide You with details on government sponsored rebates and Concessions including any additional assistance such as government grants or vouchers;
- provide You with telephone information about energy efficiency, and advice on the availability of an independent financial counsellor; or
- at Your request, for an additional retail charge, organise an energy efficiency audit.

## **Hardship**

Our financial hardship policy is available for download from our website and outlines what You can expect from our hardship program, including an assessment for government assistance schemes such as the Victorian Utility Relief Grant Scheme.

Our hardship program is accessible to any Residential Customer experiencing financial hardship. Please contact Us if You are experiencing financial hardship so We can assist You with managing Your energy accounts and usage.

## **Shortened Collection Cycle**

We may place You on a shortened collection cycle where permitted by Regulations, particularly if We have sent You a reminder notice for three consecutive bills or a disconnection warning for two consecutive bills, we have undertaken an appropriate assessment of your capacity to pay, offered you an instalment plan (if appropriate) and provided you with advice regarding energy Concessions, efficiency and the availability of a financial counsellor. If We do place You on a shortened collection cycle, We will give You notice within 10 Business Days of doing so.

If You are on a shortened collection cycle, We will only send You a disconnection warning. You will not be entitled to receive a reminder notice until You have paid three consecutive bills by the due date.

## **Disconnection Guidelines**

We can arrange for disconnection of Your supply for Your

failure to pay Your bill if We have:

- given You all the prescribed reminder notices, including a disconnection warning which states that We may disconnect You; and
- provided You with details on Concessions and Government sponsored rebates or assistance programs; and
- followed all applicable Regulations.

Unless You request otherwise, You will not be disconnected during prescribed times including:

- after 3:00pm on a weekday;
- on a Friday;
- on a weekend;
- on a Public Holiday or on the day before a Public Holiday.

We or Your Distributor may disconnect You, or Your supply may be interrupted, amongst other things:

- if, due to Your acts or omissions, We or Your Distributor have been unable to access Your meter as stipulated in Your terms and conditions;
- if You have tampered with the meter or You are otherwise using electricity in a manner that is not permitted by applicable laws and codes;
- if You refuse to provide Acceptable Identification when You are required to;
- in an emergency;
- for health and safety reasons; or
- for maintenance.

Subject to the terms of Your contract, You may request Us to disconnect Your Supply Address at any time.

## **Reconnection**

If We have disconnected Your supply and You rectify the issue that led to that disconnection within 10 Business Days of the disconnection, We will arrange for reconnection at Your request. You may have to pay Us a reconnection charge.

Generally, if You contact Us early on a Business Day You will be reconnected on that Business Day. Otherwise, You will be reconnected on the next Business Day (unless You are in a remote area).

---

## **LIFE SUPPORT**

It is important that You register any life support machines installed at Your property with Us. We will ensure that this information is registered with Your Distributor so that any interruptions in supply may be handled appropriately.

You may be asked to fill out a form, to be signed by your Doctor to confirm the details of Your life support machine. This information may be requested independent of Your eligibility to claim any life support Concession available in Your state.

---

## **PRIVACY**

We are bound by the Privacy Act 1988 and the National Privacy Principles which can be obtained through the website of the Federal Privacy Commissioner: [www.privacy.gov.au](http://www.privacy.gov.au). A copy of our Privacy Policy can be downloaded from our website.

---

## **YOUR RESPONSIBILITIES**

### **Access to Your Premises**

You must allow Us or Our representative, safe, convenient and unhindered access to Your property and meter so that Your meter can be read and for connection, disconnection and reconnection. You must inform Us or Your Distributor as soon as possible of any change impeding access.

### **Updating Your Contact Information**

It is Your responsibility to ensure that Your contact information is kept up to date.

---

## **COMMUNICATION**

We will, where permitted by Regulation, send a notice, consent document or other communication to You by e-mail.

In order to receive these notices You must ensure that:

- Your computer can receive our e-mails;
- Your computer can receive PDF files. PDF files can be opened with Adobe® Reader®. You can download this from [www.adobe.com](http://www.adobe.com) free of charge; and
- You notify Us as soon as Your e-mail address changes.

E-mail communications cannot be guaranteed to be timely, totally secure, error or virus-free and We do not accept liability arising out of any e-mail communications.

We will use our best endeavours to promptly respond to telephone calls and to written enquiries within 5 Business Days.

## **Website**

We make no representations or warranties about the suitability, quality, completeness, reliability, availability, timeliness, and accuracy of the information, software, products, services and related graphics contained on the website for any purpose or, specifically, that the website will not cause damage, or is free from any computer virus or any other defects or errors.

If You are dissatisfied with these conditions or any portion of the website Your sole and exclusive remedy is to discontinue using the website. We reserve the right, in our sole discretion, to terminate Your access to the website or any portion thereof at any time, without notice.

---

## **HOW YOU CAN CONTACT DODO POWER & GAS**

If You wish to write to Us (by email, facsimile or mail), You should provide Your contact details, including Your name, supply address and telephone number, account number and the details of Your enquiry or complaint, including a copy of any supporting information.

You can contact Us in writing:

- by fax on 1300 374 319; or
- by mail addressed to:

### **Dodo Power & Gas**

PO Box 6097

St Kilda Road Central, Melbourne, VIC 8008

For all phone enquiries relating to Your bills, connection services and other services arranged by Us, You can contact Us on 13 dodo (13 36 36 ) from 8.00am to 6.00pm Monday to Friday.

We will use our best endeavours to promptly respond to telephone calls, and to written enquiries within 5 Business Day.

## **Translating and Interpreter Services**

If You are a Residential Customer and the main language You speak is not English, but is a language common to our Residential Customer base, We will provide You with access to multi-lingual service. The contact number for this service will be printed on all of Our bills.

---

## COMPLAINTS

We value our customers and want to make sure that We are providing You with the best possible service. If a problem should arise (including with our marketing representative), please contact Us immediately and We will do everything We can to make sure that it is resolved to our mutual satisfaction. You can lodge a complaint using any of our contact methods available.

If We are not able to resolve the matter immediately or You are unhappy with our response, We will review the matter within the guidelines of our Complaints Management Policy. We will contact You within 5 Business Days with a resolution or if We need to take further steps (e.g., where We have to refer the problem to a Distributor) We will endeavour to explain to You what is happening.

If at the end of the process You are not satisfied with our response, please ask for Your complaint to be raised to a senior person in our organisation. If You are still not satisfied with our response, You may refer the complaint to Your energy Ombudsman. You may also ask us to provide the reasons for our response in writing.

Where you have entered into a Market Contract with Us, You may also be contacted as part of an audit procedure, to confirm Your understanding of and consent to the terms of that contract.

## Service Standards

Regulation in some jurisdictions requires us to comply with prescribed minimum service standards (for example, Regulation may prescribe timeframes for responding to complaints or for meeting appointments). You may also be entitled to apply for a rebate if these standards are not met. We will, on request, provide You with further information about these minimum service standards.

---

## OUR ROLE IN SUPPLYING ENERGY TO YOUR SUPPLY ADDRESS

We are an energy Retailer and We sell You the energy that is delivered to Your Supply Address through a distribution network.

Your Distributor delivers the gas and electricity to Your property , through the 'pipes, poles, and wires' outside Your property. Your property is serviced by a gas Distributor (if You have gas) and an electricity Distributor. In some instances, this may be the same company.

As Your energy Retailer, We will use our best endeavours to

work with Your Distributor to arrange for the delivery of energy to Your property and to help resolve any quality or continuity of delivery issues that may occur.

Your energy Distributor(s) is responsible for:

- the operation of the energy distribution network;
- connecting and delivering energy to Your property;
- any faults and emergencies (We will include their phone number on each bill); and
- maintenance of poles, pipes, meters, wires and any other equipment required for delivering energy to Your property, up to the point of Your meter.

The nature of energy means that the continuity and quality of supply can be affected by a number of factors beyond our control as a Retailer. Your energy supply can be affected by weather, accidents, and the various requirements of generators, Distributors, and regulatory authorities.

## **Faults and Emergencies**

If You experience any type of gas or electricity failure, You can call the faults and emergencies number on Your bill, or refer to the Distributor's website. Alternatively, You can call Us and We will assist You where possible.

## **Continuity and Quality of Supply**

Because of the nature of energy, We cannot guarantee the quality, frequency, and continuity of energy to Your property.

Interruptions and inconstancies with energy supply can cause problems with Your sensitive equipment. We would suggest that You take reasonable precautions to minimise the risk of loss or damage to any equipment, property or Your home which may result from poor quality or reliability of electricity supply.

---

## **FORCE MAJEURE**

A force majeure event is an event outside the reasonable control of You or Us which would result in You or Us being in breach of obligations under our energy supply contract.

If a force majeure event occurs:

- the obligations of the affected party are suspended to the extent to which they are affected by the force majeure event as long as the force majeure continues; and
- the affected party must give the other party prompt notice of the force majeure event, an estimate of its likely duration,

the obligations affected by it and the extent of its effect on those obligations and the steps taken to remove, overcome or minimise its effects.

The affected party must use its best endeavours to remove, overcome or minimise the effects of the force majeure event as quickly as possible (although neither You or Us is required to settle any industrial dispute in any way that You or We do not want to).

---

## DEFINITION OF TERMS

Acceptable Identification means, in relation to a Residential Customer, one or more of the following: a driver's licence, a current passport or other form of photographic identification, a Pensioner Concession Card or other current entitlement card issued by the Commonwealth or a birth certificate. If a Business Customer is a partnership, each of the partners may need to be identified. If a Business Customer is a company, acceptable identification includes the Australian Company Number or the Australian Business Number.

**Business Customer** means a customer who is not a Residential Customer.

**Business Day** means a day other than a Saturday or Sunday or a public holiday.

**Charter** means this document that sets out Your rights and responsibilities.

**Concession** means a state government concession, rebate, or grant.

**Distributor** means the company which owns and operates the distribution network of poles and wires through which electricity or gas is provided to Your Supply Address.

**DPG or Dodo Power & Gas or We or Us** means Dodo Power & Gas Pty Ltd 123 155 840

**MIRN** means the Metering Installation Registration Number which is a unique number that identifies the supply point at Your Supply Address

**NMI** means the National Meter Identifier which is a unique number that identifies the supply point at Your Supply Address.

**Ombudsman** means the Energy Ombudsman or other dispute resolution body who has jurisdiction in Your State or Territory.

**Residential Customer** means a customer who purchases electricity principally for personal, household, or domestic use at the relevant Supply Address.

**Retailer** means a company licensed to sell electricity under the Electricity Industry Act 2000.

**In this Charter, unless the context requires otherwise:**

- i.** headings are for convenience only and do not affect the interpretation of this Charter;
- ii.** any reference to the singular includes the plural and vice versa;
- iii.** if an act must be done on a specified day which is not a Business Day, it must be done instead on the next Business Day;
- iv.** any reference to a statute, regulation or provision of a statute or regulation (Statutory Provision) includes that Statutory Provision as amended or re-enacted; a statute, regulation or provision enacted in replacement of that Statutory Provision; and another regulation or other statutory instrument made or issued under that Statutory Provision.

---

## WHO CAN YOU CONTACT FOR ASSISTANCE

### VICTORIA (VIC)

**Energy and Water Ombudsman Victoria (for complaints You can't resolve with DPG)**

Ph: 1800 500 509      Website: [www.ewov.com.au](http://www.ewov.com.au)

**Department of Human Services (for energy Concessions)**

Ph: 1800 658 521      Website: [www.dhs.vic.gov.au](http://www.dhs.vic.gov.au)

**Essential Services Commission (energy industry regulator)**

Ph: 1300 664 969      Website: [www.esc.vic.gov.au](http://www.esc.vic.gov.au)

### NEW SOUTH WALES (NSW)

**Energy and Water Ombudsman New South Wales (for complaints You can't resolve with Dodo Power & Gas)**

Ph: 1800 246 545      Website: [www.ewon.com.au](http://www.ewon.com.au)

**Industry and Investment NSW**

Ph: 1300 136 888      Website: [www.dtiris.nsw.gov.au](http://www.dtiris.nsw.gov.au)

**Independent Pricing and Regulatory Tribunal**

Ph: 02 9290 8400      Website [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au)

## QUEENSLAND (QLD)

### **Energy & Water Ombudsman Queensland (for complaints you can't resolve with Dodo Power & Gas)**

Ph: 1800 662 837      Website: [www.ewoq.com.au](http://www.ewoq.com.au)

### **Department of Communities Concession Unit. (for energy concessions)**

Ph: 1800 460 849      Website: [www.communities.qld.gov.au](http://www.communities.qld.gov.au)

### **Department of Mines and Energy (energy industry regulator)**

Ph: 13 13 04      Website: [www.dme.qld.gov.au](http://www.dme.qld.gov.au)

## SOUTH AUSTRALIA

### **Energy and Water Ombudsman South Australia**

Ph: 1800 665 565      Website: [www.eiosa.com.au](http://www.eiosa.com.au)

### **Department of Families and Communities (for energy concessions)**

Ph: 1800 307 758      Website: [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions)

### **Essential Services Commission (energy industry regulator)**

Ph: 08 8463 4444      Website: [www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)

## AUSTRALIAN CAPITAL TERRITORY (ACT)

### **Essential Services Consumer Council (for complaints You can't resolve with Dodo Power & Gas)**

Ph: 02 6207 7740

### **Department of Disability, Housing and Community Services (for energy concessions)**

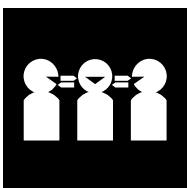
Ph: 02 6205 0753      Website [www.dhcs.act.gov.au](http://www.dhcs.act.gov.au)

### **Independent Competition and Regulatory Commission ACT (energy industry regulator)**

Ph: 02 6205 0779      Website [www.icrc.act.gov.au](http://www.icrc.act.gov.au)

---

## LANGUAGE ASSISTANCE



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask to be connected to Dodo on 1300 37 47 57 during normal business hours

## CHINESE

如果您需要传译员, 请在正常营业时间内致电传译服务处: **131 450**, 然后请求转接到

**Dodo: 1300 37 47 57.**

## SPANISH

Sí usted necesita un intérprete, por favor llame al Servicio de Interpretación y Traducción (TIS National) al **131 450** y pida que le conecten con **Dodo** al **1300 37 47 57** durante el horario comercial normal

## VIETNAMESE

Nếu Bạn cần một thông dịch viên, xin vui lòng gọi cho Dịch Vụ Thông Phiên Dịch (TIS Quốc) **131 450** và yêu cầu được kết nối với **Dodo** vào **1300 37 47 57** giờ trong thời gian kinh doanh bình thường

## ARABIC

**131450 (TIS National) فضلك اتصل بخط الترجمة**  
**ساعات العمل الرسمية إذا كنت بحاجة الى مترجم من**  
**و اطلب توصيلك ب Dodo على 1300374757 خلال**

## GERMAN

Wenn Sie einen Dolmetscher benötigen, wenden Sie sich bitte an der Übersetzungs-und Dolmetscher-Service (TIS National) auf **131 450** an und fragen Sie nach **Dodo** auf **1300 37 47 57** während der normalen Geschäftszeiten.

## ITALIAN

Se avete bisogno di un interprete, si prega di chiamare il Servizio traduzioni e interpreti (TIS National) al numero **131 450** e chiedere di essere collegato a **Dodo** su **1300 37 47 57** durante il normale orario di lavoro

## GREEK

Αν χρειάζεστε διερμηνέα, μπορείτε να καλέσετε την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS National) στο **131 450** και να ζητήσετε συνδεσει με το **Dodo** στο **1300 37 47 57** όλες της εργάσιμες ώρες της ημερας

## HEARING IMPAIRED

Speak & Listen (SSR) **1300 555 727**. National Relay Service - TTY users phone **133 677** then ask for **1300 37 47 57**

---

## **APPENDIX 1 REGULATORY ACTS CODES AND GUIDELINES**

- Australian Competition & Consumer Act 2010 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- National Energy Retail Law
- National Energy Retail Rules

### **VICTORIA (VIC)**

- Energy Retail Code
- ESC Guideline No. 13 – Greenhouse Gas Disclosure on Electricity Customers Bills
- ESC Guideline No.19 – Energy Price and Product Disclosure
- ESC Guideline No 21 – Energy Retailers Financial Hardship

### **Policies**

- Code of Conduct for Marketing Retail Energy
- Fair Trading Act 1999
- Electricity Industry Act 2000
- Gas Industry Act 2001

### **NEW SOUTH WALES (NSW)**

- Gas Supply Act 1996
- Gas Supply (Natural Gas Retail Competition) Regulation 2001;
- Electricity Supply Act 1995
- Electricity Supply (General) Regulation 2001
- Marketing Code of Conduct.
- Electronic Transactions Act 2000
- Fair Trading Act 1987

### **QUEENSLAND (QLD)**

- Electricity Act 1994
- Electricity Regulation 2006
- Electricity Industry Code
- Electricity (Retail Billing Guaranteed Service Level) Code

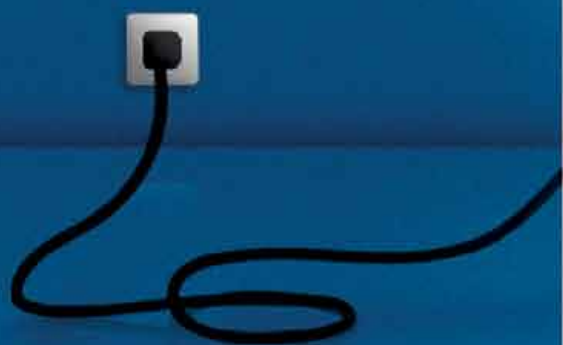
- Fair Trading Act 1989
- Community Ambulance Cover Act 2003

### **SOUTH AUSTRALIA (SA)**

- Electricity Act 1996
- Gas Act 1997
- Energy Retail Code
- Energy Marketing Code
- Energy Customer Transfer and Consent Code
- Energy Price Disclosure Code
- Fair Trading Act 1987

### **AUSTRALIAN CAPITAL TERRITORY (ACT)**

- Consumer Protection Code
- Electricity Customer Transfer Code
- Guidelines Greenhouse Gas on Customer Accounts
- Fair Trading Act 1992
- Utilities Act 2000



 [dodo.com](https://www.dodo.com)

 13 dodo

**dodo**<sup>®</sup>  
POWER & GAS