

9 December 2011  
**Our ref:** C/11/35617

Mr Larry Kestelman  
Managing Director  
Dodo Power & Gas  
14<sup>th</sup> floor  
600 St Kilda Road  
Melbourne 3004

Dear Mr Ketelman

### **PERFORMANCE INDICATORS FOR CUSTOMER SERVICE**

During preparation of the 2010-11 Energy Retailers Comparative Performance Report – Customer Service, the Essential Services Commission (the Commission) was concerned by Dodo Power & Gas's performance for the following indicator.

- The number of complaints per 100 customers was 19.4, significantly higher than the state average of 4.2.

We seek your explanation for the high number of complaints.

Further, we seek your assurance that Dodo Power & Gas has been or will be addressing this issue. Dodo Power & Gas should provide written details of any corrective actions completed or planned to be taken to address this matter. Please provide this information by Friday 27 January 2012.

The Commission will monitor retailer's performance against this and other indicators while the Commission retains responsibility for retail energy matters and will consider further action on specific retailers, if warranted, to ensure retailers are complying with their obligations.

This letter and your response will be published on our website along with the Energy Retailers Comparative Performance Report 2010-11.

Yours sincerely



Dr Ron Ben-David