



5 December 2017

Mr James Clinch  
Essential Services Commission of Victoria  
Level 37, 2 Lonsdale Street  
Melbourne Victoria 3000  
Submission by email:

Dear Mr Clinch

**Re: Fixed benefit periods - notification obligations for energy retailers—Draft Decision**

Origin Energy (Origin) welcomes this opportunity to respond to the Essential Service Commission of Victoria's (the Commission) Draft Decision on Fixed Benefit Periods – notification obligations for energy retailers.

Origin supports the requirements to write to customers to advise them that their benefit period is coming to an end. We note that Origin already advises all gas and electricity customers in simple and clear language before a discount period ends; we also ask customers to contact us or follow a web link to arrange a new energy plan. As part of this process, we contact customers over 30 calendar days before the benefit period ends by letter or email, depending on the customer's stated communications preference. Our communication is clear that a customer's current discount will not continue if they do not choose a new plan. We also advise customers of the expiry date of their fixed benefit on each of their bills. Origin therefore supports draft clauses 47A(1) to (4).

As the Commission points out, the Australian Energy Market Commission (AEMC) has already made a Rule Determination on the above matters that will not apply to Victoria due to it not having adopted the National Energy Customer Framework. Origin appreciates that the Commission is choosing to adopt the same rule for the first phase of the Rule Determination. Where future changes to the Retail Code and related instruments arise, it is Origin's preference that Victoria aligns its regulations as much as possible with changes that occur nationally.

Should you wish to discuss the contents of this response, please contact Timothy Wilson on  
in the first instance.

Yours sincerely

Keith Robertson  
General Manager, Regulatory Policy