



7 February 2014

To: - *Members and stakeholders of the EGCC Scheme*

Consultation on EGCC Scheme document 2013-14 – open letter to submitters

Thank you for your submission

The Board of the Electricity and Gas Complaints Commissioner Scheme thanks all those who provided submissions on the proposed changes to the EGCC Scheme document.

The Board consulted on proposed amendments to the Scheme document in November 2013 and received 9 submissions. The Board has considered the submissions and agreed on which changes to endorse.

Bottled LPG

The Board has accepted the working group's recommendation to defer asking the Minister to approve amendments about jurisdiction for bottled LPG, pending completion of work by the Ministry of Business, Innovation and Employment on exemptions from coverage by the EGCC Scheme.

The Board agreed that it would be preferable to have the Minister's decision on exemptions from membership of the EGCC, before making these changes.

Other proposed changes

The Board did not accept the working group's recommendation to delay all proposed changes. The Board considered the other proposed changes were unrelated to LPG and, to ensure efficient and effective operation of the Scheme, should proceed.

A copy of the revised Scheme document (with tracked changes showing the proposed amendments) is available on the Scheme's website at: [download scheme document](#)

What happens next?

The Board has asked the responsible Minister, Consumer Affairs Minister, the Hon Craig Foss, to approve the changes. The Minister has 45 working days to decline the proposed changes. If no response is received within that time frame, the changes are deemed to have been approved.

Subject to the Minister's approval, the changes to the Scheme document will be effective from 1 April 2014.

Yours sincerely

Hon Heather Roy
Chair
Board of the Electricity and Gas Complaints Commissioner Scheme