

29 November 2013

The Electricity and Gas Complaints Commissioner
PO Box 5875,
Lambton Quay,
Wellington

via email: submissions@egcomplaints.co.nz

Dear Judy,

Re: Proposed amendments to the Electricity and Gas Complaints Commissioner Scheme document

Thank you for the opportunity to comment on the proposed amendments to the Electricity and Gas Complaints Commissioner (EGCC) Scheme document.

From our discussions with your team we understand that the driver for including bottled gas stems from the Ministry of Business Innovation and Employment's *Electricity and Gas Complaints Commissioner Scheme: Membership Exemptions Scheme Discussion Paper (paper)*. We also understand MBIE will re-consult on this paper over coming weeks.

While Contact supports the work of the EGCC, we believe the EGCC should wait for MBIE to conclude its next round of consultation **before** the EGCC embarks on any change to the Scheme document. We believe that once MBIE's consultation is complete the EGCC should re-issue its own consultation paper, setting out:

- Why the change is required at this time;
- The scale of complaints seen in this area to date;
- The likely cost implication for retailers;
- A cost benefit analysis for undertaking the change;
- The proposed scope of complaints the EGCC would deal with.

Please contact me should you wish to discuss any of the points raised in this submission.

Yours sincerely



Louise Griffin
Regulatory Affairs and Government Relations Advisor

Contact Energy Limited

PO Box 10742
Wellington 6143

Level 2 Harbour City Tower
29 Brandon St, Wellington 6011

P: +64 4 499 4001
F: +64 4 499 4003

www.contactenergy.co.nz