

Appendix 1: Preferred form for submissions

Questions for submitters	Yes/No	Comment
1. Do you agree with the Board's proposal that the Commissioner have jurisdiction to consider complaints about bottled LPG?		
2. Do you agree with the Board's proposal that would allow the Board to appoint a consumer representative as acting Chair when the Chair is unavailable?		
3. Do you agree with the other minor changes proposed?	<p>No.</p> <p>Transpower does not agree with the proposed change to clause C.26.</p>	<p>The purpose of clause C.26 is to create awareness of the Scheme among consumers, land owners and land occupiers who have rights to refer their complaints to the Commissioner. We understand the reason for the current wording of the clause is to prevent information about the Scheme being included in irrelevant documentation. For example, the majority of Transpower's invoices are issued to persons who do not have standing to make complaints against it under the Scheme, such as generators, distributors and industrial consumers connected to the grid. It is therefore not necessary or appropriate for information about the Scheme to appear in those invoices.</p> <p>Appropriate limiting words should remain in clause C.26. However, Transpower agrees that the current drafting of clause C.26 could be improved. We suggest the following:</p> <p><i>C.26 Each Scheme Member must include the following information:</i></p> <p><i>C.26.1 advice that the Scheme Member has a free internal complaints process; and</i></p> <p><i>C.26.2 information about the existence, nature of, and contact details for the Scheme; and</i></p> <p><i>C.26.3 the way in which, and to whom in the Scheme Member's</i></p>

		<p><i>organisation, complaints may be made, on or in the following materials:</i></p> <p><i>C.26.4 contracts with Consumers who have standing to make Complaints against the Scheme Member under the Scheme; and</i></p> <p><i>C.26.5 invoices to Consumers who have standing to make Complaints against the Scheme Member under the Scheme; and</i></p> <p><i>C.26.6 material published specifically for Consumers, Land Owners or Land Occupiers who have standing to make Complaints or Land Complaints against the Scheme Member under the Scheme; and</i></p> <p><i>C.26.7 the Scheme Member's website.</i></p>
<p>4. Do you have any other comments or concerns about the proposed changes you would like the Board to consider?</p>		