

Response from Contact Energy

Questions for submitters	Yes/No	Comment
1. Do you agree with the Board's proposal that the Commissioner has jurisdiction to consider complaints about LPG in cylinders?	Qualified yes.	The Regulations provide for a class exemption from the obligation to be a member of the Electricity and Gas Complaints Commissioner Scheme in relation to the supply of LPG in cylinders, in quantities less than 15 kg. Therefore the Commissioner has the jurisdiction to consider complaints about LPG in cylinders greater than 15kg but not, for example, 9 kg cylinders.
2. Do you agree with the proposed changes to the definition of gas in the interpretation section?	Yes.	
3. Do you agree with the proposed effective date for considering complaints about LPG in cylinders (clause B.6.4)?	No.	We believe more time is required in order to deal with the points raised in response to Question 5.
4. Do you agree with the removal of "Consumer" from clauses D.9, F.15 and F.17?	Yes.	
5. Do you have any other comments you would like the Board to consider about the proposed changes for LPG in cylinders?	Yes.	<p>It would be useful for the Board to consider:</p> <ul style="list-style-type: none"> • How it will encourage LPG retailers into the scheme who are not currently members; • How payment, reporting etc. will be managed following the inclusion of bottled LPG. <p>From our perspective it would also be useful for the EGCC to clarify its scope in relation to LPG cylinders; i.e. does the scheme only apply once the cylinders are connected to the house or would complaints relating to delivery aspects i.e. damaging the letterbox, come under its jurisdiction?</p> <p>Finally there are many LPG suppliers who are small companies i.e. franchisees and gas agents to other LPG wholesalers</p>

		<p>– it would be worth consulting with them and considering their comments, if this has not been done.</p>
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