

Appendix II

List of relevant Achievement Standards requiring further amendments to EGCC Constitution

Regulators' Achievement Standards		EGCC Constitution amendment
AS1.1.1	The scheme rules will set out the purpose of the scheme, which should include investigating, and facilitating the satisfaction, settlement, or withdrawal of complaints about members. The scheme should be founded on the principles of accessibility, independence, fairness, accountability, efficiency, effectiveness, and community awareness.	A1.1A
AS1.2.4	<p>The scheme rules will provide that persons entitled to make a complaint under the scheme will be: ...</p> <ul style="list-style-type: none"> • for gas: <ul style="list-style-type: none"> ○ small consumers (as defined in the Gas Act) including potential small consumers; and ○ owners and occupiers of land, into, through, or against which pipelines have been laid down or placed. 	1.1 (definition for "Consumer")
AS3.5.1	The scheme rules will provide the Decision-Maker discretion to refer complaints to other forums where to do so is, in the opinion of the Decision-Maker, more appropriate or in the consumers' best interests.	B1.5(g)
AS4.3.2	<p>The scheme will require its contact personnel to explain to complainants in simple terms:</p> <ul style="list-style-type: none"> • the nature of the scheme; • how the scheme works; • any relevant restrictions on its powers; and • the time limits applicable to the relevant processes in the scheme. <p>The scheme's contact personnel will be provided with a check-list to be completed for each enquiry to ensure that complainants are given all necessary information.</p>	B1.1(aa)
AS5.2.1	The scheme rules will require the scheme to provide reasonably detailed non-confidential written reports of determinations (including reasons for the decision and determination) to the parties involved in the dispute.	B1.2 (ba)
AS6.1.1	The scheme rules will provide a mechanism to monitor member compliance with the scheme.	A2.2(faa)(j)(iii)

AS7.2	<p>Amending the scheme rules¹</p> <p>7.2.1 Process</p> <p>The scheme rules will provide a process governing how changes are made to the scheme rules that allows the scheme to develop in response to changes to the environment and to improve its performance in meeting its purpose in a timely manner.</p> <p>This process will achieve an appropriate balance between the interests of those who may wish to make complaints and the members involved in governing and funding the scheme.</p> <p>7.2.2 Approval</p> <p>The scheme rules will provide that any changes to the scheme rules will <u>be notified to the Electricity Commission and Gas Industry Co and will not take effect until 20 business days following that notification.</u></p> <p><u>Should the Electricity Commission or the Gas Industry Co determine that the rule changes would have a material impact on the nature of the scheme or a substantial impact upon member's obligations they will notify the scheme within 20 business days and the rule changes will</u> require the approval of the Electricity Commission and the Minister of Energy <u>Gas Industry Co.</u></p> <p>7.2.3 Consultation</p> <p>The scheme rules will provide that any changes to the scheme rules will be undertaken in consultation with relevant stakeholders, including members and the Overseeing Entity, Gas Industry Co and the Electricity Commission.</p> <p>7.2.4 GPS objectives and outcomes</p> <p>The scheme rules will provide that any changes to the scheme rules will be consistent with the objectives and outcomes of the Government Policy Statements for Electricity Governance and Gas Governance.</p>	7.10A – H A6.2
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¹ Amended 16 January 2009 – Email from Karen Bradley