

Appendix One

Proposed Scheme Requirement from the Electricity Commission and Gas Industry Co - March 2008

Objective and Scope Requirements

This section describes the objective and scope requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	ABM
1.1	Objectives		
1.1.1	Overall objective	The scheme rules will provide for a clear overall objective to provide an independent, timely and cost-effective complaints resolution scheme that is in the long-term interests of gas and electricity sector consumers (including potential consumers) and owners and occupiers of land.	
1.2	Scope		
1.2.1	Clear scope	The scheme rules will be clear on the scope of the scheme and the powers of the decision-maker.	6.1
1.2.2	Binding rules	The scheme rules will be binding on member companies and set out the principles, requirements, services and actions a complainant can reasonably expect from scheme members.	
1.2.3	Coverage of energy sector	The scheme will cover: <ul style="list-style-type: none"> All parts of New Zealand. All electricity retailers and line companies (including Transpower) as defined in the Electricity Act All natural gas retailers and pipeline companies as defined in the Gas Act. The scheme will be designed and have the capacity to cover reticulated LPG as provided for in the Gas Act.	6.2
1.2.4	Complainants	The scope of the scheme will be sufficient to deal with: <ul style="list-style-type: none"> Every person who has a complaint about electricity distributors and retailers (including Transpower); Every person who has a complaint about gas distributors and retailers; Complaints from anyone, whether or not they have a contract with the retailer or the distribution company, including potential consumers and the owners and occupiers of land. The scope of the scheme will not cover the amount members charge for their services.	6.2
1.2.5	Coverage of complaints	The scheme rules will require that the scheme deals only with complaints that are within the scope of its coverage and have not been dealt with, or are not being dealt with, by another dispute resolution forum, and: <ul style="list-style-type: none"> Which have been considered, and not resolved to the customer's satisfaction, by a scheme member's internal complaints resolution mechanism; or Where a scheme member has refused, or failed within a reasonable time, to deal with a complaint under its internal complaints resolution mechanism. The scheme rules will specify that "reasonable time" for the purpose of this item will be:	5.1

		<ul style="list-style-type: none"> • 30 working days from the original complaint to the scheme member; or • The resolution agreed to by the member does not eventuate within 30 working days of that agreement being made. 	
1.2.6	Non compliance	The scheme rules will require the scheme to consider complaints against a member company for not complying with the membership rules.	6.9
1.3	Scheme to include code of practice		
1.3.1	Conduct	The scheme rules will include a code of practice that governs the conduct of members in dealing with stakeholders.	
1.3.2	Code coverage	<p>The code of practice will include requirements for members to:</p> <ul style="list-style-type: none"> • Treat all customers (including potential customers) and other stakeholders with respect even when they are complaining. • Deal with all stakeholders in an open professional manner, making information available promptly in response to reasonable requests. • Be sensitive to the health and safety of all stakeholders. • Ensure all consumers are aware of the payment options and services offered by retailers and social agencies. • Ensure that consumers enter into the most appropriate contracts for their needs. • Cooperate with low income and vulnerable consumers to establish arrangement that meet their needs. 	
1.4	Frivolous and vexatious complaints		
1.4.1	Exclusions	The scheme rules will allow the decision maker to exclude complaints considered to be vexatious or frivolous.	5.4
1.4.2	Members required to advise	The scheme rules will require members to advise complainants of the scheme regardless of whether the member considers the complaint to be vexatious or frivolous.	5.4

Membership Requirements

This section describes the membership requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	ABM
2.1	Members to promote scheme		
2.1.1	Promotion of scheme	The scheme rules will require members to promote the existence of the scheme to all stakeholders.	6.9
2.1.2	Invoices	The scheme rules will require members with direct relationships with energy consumers to include information about the scheme on consumer invoices.	
2.1.2	Websites	The scheme rules will require members to include information on websites about the existence and nature of the scheme.	1.1
2.2	Internal complaints resolution systems		
2.2.1	Internal complaints system	The scheme rules will require all members to have a robust internal complaints resolution system.	6.7
2.2.2	Promotion of internal systems	The scheme rules will require all members to include a message on any invoices to consumers advising that the member runs a free internal complaints resolution service.	1.1
2.2.3	Information about the scheme	The scheme rules will require all members to inform complainants that if they are unable to resolve a complaint through the internal complaints service that the member also belongs to a free national independent scheme which will be able to investigate on the customer's behalf	1.1 1.4
2.3	Members to advise complainants about scheme		
2.3.1	Advising complainants	The scheme rules will require that members provide information about the existence of the scheme, and its procedures and scope, when a member responds to a complaint;	1.4 1.5
2.3.2	When internal process fail	The scheme rules will require that members advise complainants to use the scheme: <ul style="list-style-type: none"> When complainants are not satisfied in whole or in part with the outcome of the internal complaints system; When the member fails to deal with a complaint within the time period within which the internal complaints mechanism is expected to produce an outcome. 	1.4 1.5
2.4	Members to provide information to decision maker		
2.4.1	Timely information	The scheme rules will state that, if required by the decision-maker, scheme members will provide (to the decision-maker) all information relevant to the complaint in a timely fashion, unless that information identifies a third party to whom a duty of confidentiality is owed, or unless it contains information which the scheme member is prohibited by law from disclosing.	3.9
2.4.2	Third parties	The scheme rules will permit that where a scheme member provides information which identifies a third party, the information may be provided to the complainant with deletions, where appropriate, at the discretion of the decision-maker.	3.10
2.5	Binding determinations		
2.5.1	Binding	The scheme rules will require that a determination of the decision-maker is binding on the scheme member if the complainant accepts the determination.	6.10
2.6	Members to adopt and abide by the code of practice		

2.6.1	Adopt code	The scheme rules will require members to adopt the code of practice in dealing with stakeholders.	
2.6.2	Binding code	The scheme rules will require members to abide by the code of practice when dealing with stakeholders.	

Procedure Requirements

This section describes the procedures that a complaints resolution scheme must follow in order to be considered for approval.

No.	Title	Achievement Standard	ABM
3.1	Informal proceedings		
3.1.1	Encouraging settlements	The scheme rules will provide for the use of appropriate techniques including conciliation, mediation and negotiation, in attempting to settle complaints.	1.19
3.1.2	Encouraging an informal approach	The scheme rules will provide for informal proceedings which discourage a legalistic, adversarial approach.	1.19
3.2	Rights of parties to complaint		
3.2.1	Presentation of complaints	The scheme rules will provide for a complainant's case to be presented orally or in writing, at the discretion of the decision-maker.	1.16
3.2.2	Rights to rebut	The scheme rules will require that both parties will have the opportunity to rebut the arguments of, and information provided by, the other party.	3.5
3.3	Face-to-face hearings		
3.3.1	Rights to present	The scheme rules will require that both parties to a complaint have the opportunity to present their case to the decision-maker if a face-to-face hearing is involved.	3.3
3.3.2	Discourage legal representation	The scheme rules will discourage the use of legal representatives at any face-to-face hearings before the decision-maker except in special circumstances.	1.20
3.3.3	Rights to have support	The scheme rules will provide for complainants to be supported by another person at any face-to-face hearings.	1.17
3.4	Legal representation		
3.4.1	Rights to legal representation	Although informal proceedings are to be encouraged, the scheme rules will allow any party to have legal representation if they wish.	1.20
3.4.2	Complainants to be advised about rights to legal support	Complainants will be advised during their initial contact with the scheme, and again at the time of any decision, that they have the right to access legal representation at any stage of the complaints process.	3.2
3.4.3	Rights for both parties to be represented	The scheme rules will provide the opportunity for a party to be legally represented where the other party has chosen to be legally represented.	1.21
3.4.4	Legal costs	The scheme rules will provide for the member to pay the legal costs of a complainant where the member is the party seeking to be legally represented and the decision-maker agrees to that request.	1.22
3.5	Reasons for determination		
3.5.1	Both informed	The scheme rules will require that both parties are told the reasons for the determination.	3.6
3.5.2	Reasons provided	The scheme rules will require that complainants are advised of the reasons why their complaint is outside the jurisdiction of the scheme or otherwise excluded.	3.7
3.6	Information about complaints		
3.6.1	Sufficient information	The scheme rules will require that both parties to a complaint will be informed of the arguments and be given sufficient information to understand the position of the other party.	3.4
3.6.2	Complainant information	The scheme rules will require that the decision-maker will encourage but cannot compel complainants to provide information about a complaint.	3.8
3.7	Confidentiality		

3.7.1	Complaint information	The scheme rules will require that information provided for the purposes of resolving complaints is kept confidential, unless disclosure is required by law or for any other purpose specified in these requirements.	3.11
3.7.2	Generated information	The scheme rules will require that parties to a complaint agree not to disclose information gained during the course of any mediation, conciliation or negotiation to any third party, unless required by law to disclose such information.	3.12
3.8	Referring complaints and problems to other forums		
3.8.1	Referring complaints	The scheme rules will require that scheme staff have the information, mechanisms and procedures for referring relevant complaints to other, more appropriate, forums.	5.2
3.8.2	Internal complaints systems	The scheme rules will require that the decision-maker is able to advise scheme members about the existence of internal complaints systems operated by members.	6.8
3.8.2	Systemic problems	The scheme rules will require that there are mechanisms and procedures for referring systemic industry problems that become apparent from complaints to scheme members	5.3 6.4
3.9	Tracking complaints		
3.9.1	Systems	The scheme rules will require the scheme to keep systematic records of all complaints and enquiries, their progress and outcomes.	5.7 5.10
3.9.2	Time limits	The scheme rules will require the scheme to have a mechanism to ensure that the time limits for dealing with complaints are complied with as far as possible.	5.6
3.9.3	Receipts	The scheme rules will require staff to provide complainants with a receipt indicating the acceptance of the complaint within two weeks of receiving the complaint. The receipt is to include information on the process for resolving complaints, including when the complainant can expect updates.	5.8

Miscellaneous Requirements

This section describes some miscellaneous requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	ABM
4.1	Awareness and promotion		
4.1.1	Publicity material	<p>The scheme will provide readily available material in simple terms explaining:</p> <ul style="list-style-type: none"> • How to access the scheme; • How the scheme works; • The major areas with which the scheme deals; • Any restrictions on the scheme's powers; • The minimum standards of conduct for member companies. 	1.3
4.1.2	Special needs customers	<p>The scheme rules will require that the scheme promotes its existence in such a way as to be sensitive to disadvantaged customers with special needs.</p> <p>The scheme will do this by liaising with organisations working with, or consisting of, people who may not be able to find out about the scheme through standard means. The scheme will assist those organisations with distributing information about the scheme to these organisations' clients and/or members.</p>	1.6
4.2	Access and ease of use		
4.2.1	Available	The scheme rules of the scheme will be expressed clearly and made available on a scheme website.	1.10
4.2.2	Simple processes	The scheme rules will require that the processes are simple for complainants to understand and easy to use.	1.15
4.2.3	Guideline	The scheme will have a simple, step by step guideline available for all complainants.	
4.2.4	Easy access	The scheme will provide a free phone number and a freepost service.	1.7
4.2.5	Assisted access	The scheme rules will require the scheme to arrange services to assist complainants to access the scheme (such as appropriate services to meet the needs of complainants with disabilities and from non-English speaking backgrounds) at no cost to the complainant.	1.8
4.2.6	Assisted complaints	If a complainant is unable to put a complaint in writing, the scheme will record the complaint in writing and send it to the complainant for confirmation.	1.9
4.2.7	Free access	The scheme rules will specify that the scheme is free to complainants. This will be made clear in all promotional material.	1.11
4.3	Contact Staff		
4.3.1	Staff training	<p>The scheme will ensure that all new staff members are adequately trained to carry out their role in the complaints process.</p> <p>Staff training will provide an understanding of the energy industry to a level to enable staff to understand most complaints.</p> <p>The scheme will provide for regular staff training to the extent necessary to maintain the necessary level of understanding of the energy industry and the complaints process.</p>	1.12
4.3.2	Contact staff duties	<p>Contact staff will explain to complainants in simple terms:</p> <ul style="list-style-type: none"> • How the scheme works; • The major areas it deals with; • Any restrictions on its powers; • The timelines applicable to each of the processes in the scheme. 	1.13

		<p>Where an initial query or complaint is received, contact staff will acknowledge receipt and provide an explanation of how the scheme processes work.</p> <p>Contact staff will be provided with a check list to ensure that complainants and potential complainants are given all information.</p>	
4.3.3	Non-confrontational approach	<p>The scheme will ensure that all contact staff adopt a non-confrontational approach with complainants.</p> <p>The scheme must ensure that contact staff are trained or experienced in appropriate techniques, including conciliation, mediation and negotiation.</p>	1.18

Decision Making

This section describes the decision making processes that a complaints resolution scheme must follow in order to be considered for approval.

No.	Title	Achievement Standard	ABM
5.1	Decision maker		
5.1.1	Determinations	The scheme rules will require the scheme to have a decision-maker who is responsible for the determination of all complaints.	2.1
5.1.2	Scope of determinations	The scheme rules will require that the decision-maker will have the power to: <ul style="list-style-type: none"> Recommend that a complaint should be settled or withdrawn. Uphold a complaint against a member. The scheme rules will require that, if a complaint is upheld, the decision-maker will have the power to: <ul style="list-style-type: none"> Award compensation in favour of a complainant. Require reimbursement of expenses in favour of a complainant. Require a member to take certain actions to make redress. 	
5.1.3	Not accountable to members	The scheme rules will require that the decision-maker is not accountable to scheme members for determinations.	2.3
5.1.4	Fair and reasonable	The scheme rules will require that the decision-maker makes determinations based on what is fair and reasonable, having regard to good industry practice, relevant industry codes of practice and the law.	3.1
5.2	Written determinations		
5.2.1	Reports	The scheme rules will require the scheme to provide written reports of determinations to scheme members and any interested bodies for the purposes of: <ul style="list-style-type: none"> Educating scheme members and consumers; Demonstrating consistency and fairness in decision-making. 	4.1
5.2.2	Complainants not named	The scheme rules will require that in written reports of determinations: <ul style="list-style-type: none"> Complainants are not to be named; Members may be named, but the basis on which those members would be named must be clearly stated. 	4.2
5.3	Compensation		
5.3.1	Not punitive	The scheme rules will not allow the decision-maker to make awards for punitive damages.	6.3
5.3.2	Maximum compensation	The scheme rules will allow for compensation up to a maximum of \$20,000 to be awarded.	6.2

Member Compliance Requirements

This section describes the compliance processes that a complaints resolution scheme must follow in order to be considered for approval.

No.	Title	Achievement Standard	ABM
6.1			
6.1.1	Compliance	The scheme rules will provide a mechanism to monitor member compliance with the scheme.	
6.2	Monitoring member compliance		
6.2.1	Monitoring own compliance	The scheme rules will require members to monitor their compliance with the scheme rules and report annually to the scheme.	
6.2.2	Scheme to monitor members	The scheme rules will provide rights for the scheme to identify and report ¹ on problems with member compliance with the scheme rules.	
6.2.3	Member breaches	Any member breaches will be reported to the Overseeing Entity and published in the scheme's Annual report.	
6.3	Overseeing Entity to report on compliance		
6.3.1	Annual Report	The scheme rules will require the Overseeing Entity to report on member compliance in the scheme's Annual Report.	
6.3.2	Report to EC/GIC	The scheme rules will require the Overseeing Entity to report on member compliance to the Electricity Commission and Gas Industry Co in the case of any member non-compliance with the scheme rules.	

¹ To the Overseeing Entity and in the Annual Report

Governance Requirements

This section describes the governance requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	ABM
7.1	Overseeing Entity		
7.1.1	Oversight role	The scheme rules will require that an Overseeing Entity has a responsibility to oversee the effectiveness and independence of the scheme.	2.6
7.1.2	Composition	The Overseeing Entity will have a balance of consumer interests, industry interests, and where relevant other key stakeholder interests, and will have a chair who is independent of any particular interests.	2.4
7.1.3	Functions	<p>The scheme rules will require that the functions of the Overseeing Entity include:</p> <ul style="list-style-type: none"> • Ensuring that the scheme meets the overall objective²; • Appointing and dismissing the decision-maker; • Approving the annual budget; • Receiving complaints about the operation of the scheme; • Approving any changes to the scheme rules; • Receiving regular reports about the operation and performance of the scheme; • Taking actions to improve the performance of the scheme where reports suggest that is necessary; • Receiving information about, and taking appropriate action in relation to, systemic industry problems referred by the scheme; • Ensuring that the scheme continues to meet the requirements set out in this document and which were a basis for approval; • Developing and implementing a code of practice that sets out minimum standards of conduct for members. 	2.8
7.1.4	Consumer members	<p>The scheme rules will require that the representatives of consumer interests are:</p> <ul style="list-style-type: none"> • Capable of reflecting the viewpoints and concerns of consumers; • Persons in whom consumers and consumer organisations can have confidence. 	2.7
7.1.5	Industry members	<p>The scheme rules will require that the representatives of industry interests are:</p> <ul style="list-style-type: none"> • Capable of understanding the viewpoints and concerns of consumers; • Persons in whom consumers and consumer organisations can have confidence. 	
7.1.6	Election of Overseeing Entity members	<p>The scheme rules will require that:</p> <ul style="list-style-type: none"> • Industry representatives are elected by members; • Consumer representatives are nominated by the Ministry of Consumer Affairs; • The Independent Chair is elected by the Overseeing Entity following consultation with the Electricity Commission and the Gas Industry Co. 	
7.2	Amending the scheme rules		
7.2.1	Consultation	Any changes to the scheme rules will be undertaken in consultation with relevant stakeholders, including scheme members and the Overseeing	2.10

² As outlined in 1.1.1

		Entity, the Gas Industry Co and the Electricity Commission.	
7.2.2	Requirements	Any changes to the scheme rules will be consistent with the GPS for Electricity Governance and the GPS for Gas Governance and the requirements set out in this document unless otherwise agreed by the Gas Industry Co and the Electricity Commission.	2.10
7.2.3		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 the overall objective. This process will achieve an appropriate balance between the interests of those that may wish to make complaints and the members involved in governing and funding the scheme.	
7.3	Appointing staff to the scheme		
7.3.1	Decision-maker	The scheme rules will require that the decision-maker is appointed by the Overseeing Entity and has no relationship with the scheme members that fund or administer the scheme which would give rise to a perceived or actual conflict of interest.	2.4
7.3.2	Fixed term	The scheme rules will require that the decision-maker is appointed to the scheme for a fixed term.	2.2
7.3.3	Other staff	The complaints scheme staff must be independent of members and must be appointed by the decision-maker.	2.5
7.4	Handling complaints about the scheme		
7.4.1	Referred to Overseeing Entity	The scheme rules will require that the scheme receives and passes complaints about the operation of the scheme (other than complaints about a decision of the decision-maker) to the Overseeing Entity for appropriate action.	6.5
7.4.2	Timely response	The scheme rules will require the scheme to respond to any recommendations of the Overseeing Entity in response to complaints about the operation of the scheme in a timely and appropriate manner.	6.6

Funding Requirements

This section describes the funding requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	AB
8.1	Funding Arrangements		
8.1.1	Funded by members	The scheme rules will require that the scheme is funded by the members.	2.9
8.1.2	Transparency	The scheme rules will require that the funding arrangements are clear and transparent to stakeholders.	2.9
8.1.3	Funding mechanism	<p>The scheme rules will require that the Overseeing Entity is required to ensure that the scheme:</p> <ul style="list-style-type: none"> • Has a user pay component to provide an incentive for internal schemes to be bolstered. • Ensures incentives are correctly aligned to encourage efficient resolution by all parties. 	2.9
8.2	Setting the budget		
8.2.1	Overseeing Entity	The scheme rules will require that the annual budget and funding arrangements are considered and approved by the Overseeing Entity.	
8.2.2	Sufficiency	The scheme rules will require that the scheme is funded sufficiently to allow its caseload to be managed and to allow other functions necessary to meet the requirements of this document.	2.9
8.2.3	Efficiency	The scheme rules will require the scheme to be funded at a level consistent with providing a cost-effective outcome.	

Performance Monitoring Requirements

This section describes the performance monitoring arrangements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	AB
9.1	Performance standards		
9.1.1	Standards to be set	The scheme rules will require standards against which the performance of the scheme will be measured. These standards will be sufficient to allow external parties to readily determine if the scheme is providing an effective complaints resolution service.	5.9
9.1.2	Standards to include	The standards will include the following requirements: <ul style="list-style-type: none"> To determine 90 per cent of all complaints received by the scheme within 60 working days of receiving notification of each complaint. Determinations are to be sufficiently clear and comprehensive as to be readily understood by all parties. Determinations are to be within the scope of the powers of the decision-maker as set out in the scheme rules. 	5.5
9.2	Internal reviews		
9.2.1	Regular reviews	The scheme rules will require the scheme to conduct regular internal reviews of its performance including: <ul style="list-style-type: none"> A review against the achievement standards set out in this document. A review against the performance standards set by the Overseeing Entity. A review of any particular issues raised by the Gas Industry Co and the Electricity Commission.	5.11
9.2.2	Feedback	The scheme rules will require that the internal reviews will include seeking periodic feedback from stakeholders and stakeholder perceptions about the performance of the scheme.	5.12
9.2.5	Frequency of review	The scheme rules will require internal reviews to be completed annually and reported in the Annual Report.	5.11
9.3	Independent reviews		
9.3.1	Scope of review	The scheme rules will require an independent review of the scheme to assess: <ul style="list-style-type: none"> Whether the scheme is meeting the overall objectives for the scheme. Whether the scheme is continuing to meet the achievement standards set out in this requirements document and whether they are appropriate requirements. Whether the performance standards set by the Overseeing Entity are adequate; The quality of the internal reviews; Whether the code of practice provides appropriate assurance to stakeholders about the conduct of members. 	5.11 6.11
9.3.2	Terms of reference	The scheme rules will require that the terms of reference for any independent review will be determined by the Overseeing Entity following consultation with the Electricity Commission and Gas Industry Co.	
9.3.3	Reviewer	The scheme rules will require the independent reviewer to be appointed by the Overseeing Entity following consultation with the Electricity Commission and Gas Industry Co.	6.11
9.3.4	Frequency of review	The scheme rules will require an independent review to be completed within one year of approval and subsequently at no more than three	5.11 6.11

		yearly intervals.	
9.3.5	Special review	The scheme rules will require that a special independent review can be required at any time if requested by both the Electricity Commission and Gas Industry Co in response to clearly articulated policy concerns.	
9.4	Reporting requirements		
9.4.1	Regular reports	The scheme rules will require that the scheme reports regularly to the Overseeing Entity on the performance of the scheme against the standards.	5.13
9.4.2	Annual Report	<p>The scheme rules will require the scheme to make available on the website a detailed and informative Annual Report containing specific statistical and other data about the performance of the scheme, that must include:</p> <ul style="list-style-type: none"> • Information about how the scheme works; • The number and types of complaints it receives and their outcome; • The time taken to resolve complaints; • Any systemic problems arising from complaints; • Examples of representative case studies; • Information about how the scheme ensures equitable access; • A list of scheme members supporting the scheme, together with any changes to the list during the year; • A list of any scheme members which did not meet their obligations as members of the scheme; • Information about new developments or key areas in which policy or education initiatives are required; • A report on compliance with the approval criteria set out in this document; • A report against the performance standards; • The findings of internal reviews; • The findings of the independent review (if relevant for that year); • A financial report containing sufficient information to allow scheme members and other stakeholders to understand how the scheme funding is being utilised. 	4.3
9.4.3	Reporting to stakeholders	The scheme rules will require that the annual report is distributed to relevant stakeholders (the distribution may be through an internet link, but parties must be advised of its publication) and is made widely available via the internet.	4.4
9.4.4	Independent review published	The scheme rules will require that the results of the independent review are to be made available to all stakeholders.	6.11
9.4.5	Non-performance	The scheme rules will require if the scheme is unable to achieve the performance standards within any quarter, the decision-maker must report to the overseeing entity on the cases, the reasons for the delay, and seek solutions if delays are likely to occur again.	5.5

Exit Requirements

This section describes the exit requirements that a complaints resolution scheme must meet in order to be considered for approval.

No.	Title	Achievement Standard	AB
10.1	Winding up the scheme		
10.1.1	Notice requirement	The scheme rules will require that, if the scheme is to be wound up, at least 12 months' notice must be provided to the Electricity Commission and Gas Industry Co.	5.9
10.1.1	Continuity	The scheme rules will require that, if the scheme is to be wound up, the scheme will cooperate with the Electricity Commission and Gas Industry Co in the transition to a new set of arrangements for complaints resolution.	5.9

It is not a requirement for the scheme rules, but any scheme seeking authorisation should note that, should the Electricity Commission and Gas Industry Co decide to revoke authorisation of a scheme, at least 12 months' notice will be provided. This requirement will be included in any terms of the authorisation.