



**Submission to the Electricity and Gas
Complaints Commission on its proposal for
further changes to the scheme documents
to comply with the Achievement Standards
set by the Electricity Commission and Gas
Industry Co for approval of a scheme**

From

Contact Energy Limited

3 March 2009

Introduction

Contact Energy Limited (“Contact”) welcomes the opportunity to provide feedback to the Electricity and Gas Complaints Commission (“EGCC”).

General Comments

Contact appreciates the effort put in by the EGCC in order to make itself compliant with the regulators’ achievement standards and to be selected as the preferred consumer complaint resolution scheme. The selection is an endorsement of the valuable work which the EGCC does for the electricity and gas industries. We look forward to maintaining a strong working relationship with the EGCC into the future.

If the EGCC considers that complying with the proposed changes are necessary in order for it to remain the preferred consumer complaint resolution scheme then Contact supports the proposed changes.

For any questions related to this submission, please contact:

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