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COMMENTS ON PROPOSAL FOR ESTABLISHMENT OF ELECTRICITY AND GAS COMPLAINTS SCHEME

There are two comments we wish to offer on the proposal, one on the provision of support for domestic consumer complainants and the other on the procedures for any future amendments that may be proposed for the scheme. Apart from these we offer our full support for the proposal.

1 Consumer Support

Many domestic consumers lack the knowledge to be able to understand the technicalities of electricity and gas supplies. Consequently they need to be able to call on support from an expert that can help with the preparation and presentation of their case. We consider there should be a small amount included in the levy to cover the cost of employing this expertise. It should be possible to recruit volunteers who would be prepared to act in these circumstances at minimal cost.

2 Scheme Amendments

We support the proposals for the procedures outlined for amendments to the scheme as an improvement on those that are in current practice. However we are still concerned about the requirement for a 75% majority on SAC proposals to be passed. We consider that a simple majority should be all that is required with a prescription set down for how the independent chair is to vote in the case of stalemate.