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SCHEDULE A

RULES OF THE ELECTRICITY AND GAS COMPLAINTS COMMISSION

A1. ESTABLISHMENT OF THE COMMISSION

Purpose and role of the Commission

A1.1A The purpose of the Commission is 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.

A1.1 The ~~role~~ purpose of the Commission is to establish and maintain the office of the Electricity and Gas Complaints Commissioner and to provide independent implementation and administration of the Scheme to ensure that the Scheme is:

- (a) free to **Complainants** ~~Consumers, Land Owners, and Land Occupiers~~;
- (b) accessible;
- (c) fair;
- (d) **efficient**;
- (e) effective;
- (f) accountable; and
- (g) independent.

Composition of the Commission

A1.2 The Commission comprises:

- (a) **An independent** Commission chairperson ~~initially appointed by the Board and thereafter by the Commission, following consultation with the Electricity Commission and the Gas Industry Co;~~
- (b) two representatives of Council Members being one Retailer and one Lines Company, appointed by the Board; and
- (c) two consumer representatives appointed by the Minister of Consumer Affairs (or if there is no such portfolio, such other Minister of the Crown responsible for consumer issues) who are:
 - (i) **capable of understanding the viewpoints and concerns of consumers;**
 - (ii) **persons in whom consumers and consumer organisations can have confidence**

A1.3 The chief executive officer of the Retailer and the chief executive officer of the Lines Company appointed as a Commission Member may from time to time nominate a representative.

A1.4 In acting in their role as Commission Members, each appointed Council Member, and its nominated representative, must have regard to the interests of all Council Members.

A1.5 One alternate Commission Member may be appointed by the Minister of Consumer Affairs for each consumer representative Commission Member. Each alternate Commission Member:

- (a) must meet the criteria for appointment set out in A1.2(c) above and be appointed at the same time and for the same term as the Commission Member for whom he or she acts as alternate (unless that Commission Member's term finishes before his or her appointed expiry date, in which case the alternate Commission Member acts as the Commission Member until a new Commission Member is appointed);
- (b) is entitled to notice of all meetings of the Commission and if the Commission Member for whom he or she acts as alternate is not present, to attend and vote in that Commission Member's stead; and
- (c) may exercise all the powers of the Commission Member for whom he or she acts as alternate and may exercise powers as a Commission Member.

A1.5A In appointing consumer representatives to the Commission under Clause A1.2, and alternate Commission Members under Clause A1.5, the Minister of Consumer Affairs may take into account the extent to which the representatives are able to represent the interests of Land Owners and Land Occupiers.

A1.5B In acting in their role as Commission Members, the consumer representatives appointed by the Minister of Consumer Affairs must take into account the interests of Consumers and Land Owners and Land Occupiers.

Termination of Commission Member's appointments

A1.6 A Commission Member must immediately cease to be a Commission Member if:

- (a) in the case of a Commission Member who is a natural person, he or she:
 - (iii) is adjudged bankrupt;
 - (iv) becomes of unsound mind;
 - (v) is absent for more than three Months meetings without permission of the Commission chairperson;
 - (vi) is convicted of an indictable offence or commits any act of dishonesty whether relating to the Commission or otherwise;
 - (vii) is removed in Writing by the Person that appointed the Commission Member; or
 - (viii) has resigned by notice in Writing to the Commission and copies the notice to the appointee; or
- (b) in the case of a Commission Member who is a body corporate, it:

- (i) becomes insolvent;
- (ii) is not represented at a meeting of the Commission for more than three Months meetings without permission of the Commission chairperson;
- (iii) has ceased to be a Council Member; or
- (iv) has resigned by notice in Writing to the Commission and copies the notice to the Board.

Term of office

A1.7 Subject to Clause A1.9, Commission Members may be appointed for periods of up to two years. A Commission Member may be re-appointed at the expiry of any period of office but he or she cannot hold office for more than six consecutive years.

A1.8 Subject to Clause A1.9, the independent Commission chairperson is appointed for a four year period.

A1.9 The Commission may, in consultation with the Board or, as the case may be, the Minister of Consumer Affairs that appointed the Commission Member(s) concerned, extend the duration of a Commission Member's term by up to six Months to ensure that the final period of office of the Commission chairperson or of two or more Commission Members does not coincide in the same half of any calendar year.

Requirements for Commission chairperson

A1.10 ~~The Board when appointing the initial Commission chairperson and thereafter the Commission~~ must use its best endeavours to ensure that the individual appointed as the Commission chairperson is independent, that he or she has no material interest (including but not limited to employment in an electricity or Gas related capacity or the provision of consultancy advice on electricity or Gas sector issues) in the electricity or Gas sector that may conflict with his or her duties as the Commission chairperson. Such endeavours may include consulting with Consumer, Land Owner and Land Occupier, and electricity and Gas industry interest groups, and Government.

A2. POWERS AND DUTIES OF THE COMMISSION

Powers of the Commission

A2.1 The Commission has all the powers of a natural person when implementing and administering the operation and administration of these Rules and the Terms of Reference, including but without limitation, the power to do all or any of the following things:

- (a) **Invest:** To invest the income and capital of the Commission not immediately required in any property in New Zealand and to vary those investments;
- (b) **Purchase:** To purchase goods and services or acquire any property in New Zealand from any Person;
- (c) **Sell:** To sell any property to any Person in such manner and on such terms as the Commission thinks fit;

- (d) **Lease:** To lease any property in New Zealand to any Person on such terms as the Commission thinks fit and to accept renewals or surrenders of leases;
- (e) **Take on lease:** To lease, licence or take on bailment of any property in New Zealand from any Person on such terms as the Commission thinks fit, and to renew or surrender such leases, licenses and bailments and generally to deal with these as the Commission thinks fit;
- (f) **Lend:** To lend or advance moneys to or leave moneys with any Person either with or without security and at such rate of interest or without any interest and generally upon such terms as the Commission thinks fit;
- (g) **Levy:** To levy, charge, collect and receive levies and fees from Council Members and expend the funds on administering the Scheme;
- (h) **Borrow:** To borrow moneys with or without security from any Person;
- (i) **Employ:** Taking into account the financial budget for the Commission, to retain or employ Persons in connection with the objects of the Commission and to pay them fees, salary, wages or other remuneration;
- (j) **Remunerate:** To remunerate:
 - (i) the Commission chairperson, the consumer representative Commission Members and the Electricity and Gas Complaints Commissioner for services to the Commission;
 - (ii) the Commission chairperson, Commission Members and the Electricity and Gas Complaints Commissioner for costs arising from attending Commission meetings and other identifiable and reasonable costs arising from services actually rendered to the Commission; and
 - (iii) identifiable and reasonable costs incurred by any Council Member in return for any services actually rendered to the Commission; and
- (k) **General:** To do all things and make such arrangements and enter into agreements as are incidental or conducive to the functions of the Commission and which in the opinion of the Commission can advantageously be carried out, performed, done or executed for the benefit of the Commission or for the furtherance of its functions.

Duties of the Commission

A2.2 Subject to these Rules, the Commission must:

- (aa) setting performance standards, sufficient to allow external parties to readily determine if the scheme is providing an effective complaints resolution service, against which the performance of the scheme will be measured
- (a) give any assistance it considers necessary to the Electricity and Gas Complaints Commissioner concerning the performance of his or her duties;

- (b) ~~subject to Clause 5.5(b),~~ appoint an independent chairperson to the Commission after consulting with, and taking account of the views of, the Council chairperson; Electricity Commission and the Gas Industry Co;
- (c) receive and consider all recommendations from the Electricity and Gas Complaints Commissioner for changes to the Scheme;
- (d) commission independent reviews of the Scheme in accordance with Clause A6.1 and, at any other time, propose ~~to the Board~~ amendments to the Scheme in accordance with Clause A6.2;
- (e) monitor the Scheme (generally and by way of the review procedure set out in Clause A6) and, if it considers that amendments are required, ~~make recommendations to the Board~~ propose amendments to the Scheme in accordance with Clause A6.2;
- (ea) receive complaints about the operation of the scheme
- (eb) approve any changes to the scheme rules
- (ec) receive regular reports about the operation and performance of the scheme from the Electricity and Gas Complaints Commissioner
- (ed) take actions to improve the performance of the scheme where reports suggest that is necessary
- (ee) receive information about, and taking appropriate action in relation to, systemic industry problems referred to it by the Electricity and Gas Complaints Commissioner
- (ef) ensure that the scheme continues to meet the requirements of the Electricity Commission and Gas Industry Co for approval of a scheme
- (eg) develop and implement a code of practice that sets out minimum standards of conduct for members
- (f) at its annual meeting receive and, if considered appropriate, approve the annual report of the Electricity and Gas Complaints Commissioner for the period corresponding to the Commission's previous Financial Year, but this subclause does not entitle the Commission to consider, approve or disapprove the exercise of the independent responsibility of the Electricity and Gas Complaints Commissioner in respect of a particular Complaint;
- (fa) report annually on Council Member compliance with the scheme in the scheme's annual report and to the Electricity Commission and the Gas Industry Co in the case of any material non-compliance with the scheme rules;
- (g) subject to (h), consider the proposed annual Electricity and Gas Complaints Commissioner's plan and prepare the overall financial budget, ~~and refer the proposed annual plan and overall financial budget to the annual general meeting of the Commission for approval;~~

- (h) before approving an overall financial budget ~~to the annual general meeting of the Commission for approval~~, consult with the Board on the proposed overall financial budget; and
- (i) in relation to each Financial Year, prepare or procure the preparation of appropriate financial statements of the Commission in respect of that period.

Exercising and delegating Commission powers

- A2.3 The Commission may determine the most appropriate and prudent manner in which to exercise its powers, including the manner of signing all cheques, promissory notes, bankers' drafts, bills of exchange and other negotiable instruments, and all receipts for money paid to the Commission.
- A2.4 The Commission may delegate any of its powers and duties where it is appropriate or prudent to do so to the Electricity and Gas Complaints Commissioner, the Secretary, a committee or the Commission chairperson. The delegate must exercise the powers, duties or functions delegated in accordance with these Rules, the Terms of Reference and any directions or instructions issued to the delegate by the Commission.

Committees

- A2.5 Committees can consist of Commission Members, officers and/or employees of the Commission and any other Person the Commission considers appropriate. The chairperson(s) of committees must manage meetings and proceedings according to these Rules (with any necessary alterations to the Rules made by the Commission in its instructions to the committee).

General requirements for the application of income

- A2.6 The Commission must:
 - (a) operate on a not for profit basis; and
 - (b) apply all the income and property of the Commission as set out in these Rules and towards the promotion of the purpose and objects of the Commission.

A3. FUNDING

Special levy

- A3.1 The Commission may raise money through a special levy on Council Members for the establishment and operations of the Commission for the Financial Year to 31 March 2002.
- A3.2 Council Members must pay any special levy required by the Commission. The amount of any special levy must be raised on a Proportionate Basis.
- A3.3 Any funds raised by special levy for this purpose must not exceed the costs related to the establishment of the Scheme and operations of the Commission to 31 March 2002. Where there is money remaining after 31 March 2002 after taking into account any outstanding liabilities for such costs as at 31 March 2002 for that Financial Year, the remaining money must

be offset on a Proportionate Basis against the amounts payable as fixed levies in the succeeding Financial Year by the Council Members that paid the special levy. [redundant]

Fixed levy

- A3.4 Council Members must pay a fixed levy required by the Commission to fund the Commission. The fixed levy and the manner of payment is:
- (a) determined annually by the Commission;
 - (b) raised from Council Members on a Proportionate Basis; and
 - (c) notified to Council Members, along with each Council Member's specific contribution to the fixed levy.

Award levy

- A3.5 Council Members must pay to the Commission an award levy for every Complaint where the Electricity and Gas Complaints Commissioner makes a recommendation or award against them.
- A3.6 The Board sets the amount of the award levy to apply for each Financial Year. The Commission collects the award levies from Council Members.
- A3.7 If the Electricity and Gas Complaints Commissioner makes a recommendation or award against more than one Council Member, those Council Members must share the cost of the award levy equally between them irrespective of the way in which the costs of the recommended action or award are to be allocated. For the purposes of this Clause, a Person is considered to be one Council Member regardless of how many Classes of membership the Person belongs to.

Application of award levy money

- A3.8 At the end of each Financial Year, the Commission must:
- (a) use the award levy money to fund any shortfall in the Commission's budget for that Financial Year and provide the Board with details of the amount and reason for such shortfall; and
 - (b) subject to (c), transfer any remaining award levy money (after carrying out (a)) to the Board for the purposes of repaying any amount still owing on the establishment loan referred to in Clause 3.6; and
 - (c) if the establishment loan is already repaid (or there is money remaining after carrying out (b)), apportion the remaining award levy money between the Council Members that paid the fixed levy for that Financial Year on a Proportionate Basis and either (at the election of those Council Members):
 - (i) distribute the amounts apportioned to each Council Member; or
 - (ii) offset amounts apportioned against the amount of fixed levy payable by those Council Members for the next Financial Year.

Administration of levies

- A3.9 The Commission must give notice to each Council Member requesting payment of any levy amount to be raised from that Council Member stating the total amount to be raised and the amount of the Council Member's contribution. The Commission may at its absolute discretion allow Council Members to pay their contributions in instalments.
- A3.10 The amount of any Council Member's contribution to a levy:
- (a) must be plus GST payable (if any); and
 - (b) is due and payable by each Council Member within 30 Working Days of the Commission sending the notice requesting payment.

A4. THE ELECTRICITY AND GAS COMPLAINTS COMMISSIONER

Appointment of the Electricity and Gas Complaints Commissioner

- A4.1 The Commission must appoint an Electricity and Gas Complaints Commissioner for a fixed term.
- A4.2 The Commission must require the Electricity and Gas Complaints Commissioner to implement the Terms of Reference and must set out in the contract for services its terms of appointment and provision for annual performance agreements, to be entered into from time to time between the Commission and the Electricity and Gas Complaints Commissioner.

Term of office for the Electricity and Gas Complaints Commissioner

- A4.3 The Electricity and Gas Complaints Commissioner must be engaged by the Commission to hold office with the Commission for such period on such terms and conditions as the Commission thinks fit. The individual holding the office of Electricity and Gas Complaints Commissioner may be re-appointed at the expiry of any period of office.

Requirements for Electricity and Gas Complaints Commissioner

- A4.4 The Electricity and Gas Complaints Commissioner must not be, nor have been, an employee of, nor hold nor have held any office or position with a Council Member, nor must he or she, either personally or by his or her firm, act in a professional capacity for the Commission or any Council Member.
- A4.5 In the exercise of his or her Complaint functions the Electricity and Gas Complaints Commissioner must act independently and not be subject to the direction or control of any other Person.

Discretion to suspend or terminate appointment and appointment of acting Electricity and Gas Complaints Commissioner

- A4.6 The Commission has an absolute discretion to suspend or remove the Electricity and Gas Complaints Commissioner at any time for:

- (a) not complying with the terms of his or her contract for services or performance agreement;
- (b) becoming incapacitated on health grounds; or
- (c) being adjudged bankrupt or convicted of any offence involving dishonesty or likely to bring the Commission into disrepute.

A4.7 If the Electricity and Gas Complaints Commissioner is suspended, indisposed or otherwise prevented from carrying out his or her duties, the Commission must appoint a person in an acting capacity as the Electricity and Gas Complaints Commissioner for as long as the Commission considers necessary. While an acting Electricity and Gas Complaints Commissioner holds office, the Terms of Reference and performance agreement (if any) applies to him or her, with any necessary alterations, as if he or she were the Electricity and Gas Complaints Commissioner.

A5. ADMINISTRATION

Use of Information

- A5.1 Commission Members and the Electricity and Gas Complaints Commissioner must establish procedures for the use of and holding of information (taking into account legal requirements relating to the management and release of information).
- A5.2 **Except as otherwise provided by these Rules**, Employees of the Commission and the Electricity and Gas Complaints Commissioner must not disclose to any Person, other than to each other, or the Commission chairperson, any information concerning a Complaint referred to the Electricity and Gas Complaints Commissioner from which it would or might be possible to identify the Complainant or any Council Member named in a Complaint or any other information or matter of a confidential nature. This Clause does not prohibit the disclosure of any information to any Council Member named in a Complaint **or any information relating to non-compliance with the scheme rules by a Council Member**.

Reporting

- A5.3 The Commission is responsible for the preparation of detailed accounts for each Financial Year and reporting, quarterly, to the Board on the Commission's financial status. In addition to the detailed accounts, the Commission must report separately on the costs of its activities relating to Land Complaints and the costs of its activities relating to Consumer Complaints.
- A5.4 In addition, the Commission must also report, consider and refer to the Board any comments or submissions regarding the electricity and Gas sector and any initiative that impacts, or potentially will impact, on the Scheme. The Commission must also refer any similar reports, comments or submissions from the Electricity and Gas Complaints Commissioner.

Commission meetings

- A5.5 Commission Members may meet together and regulate their meetings as they think is necessary but must have the Commission chairperson and at least three Commission Members, one of whom must be a Commission Member appointed as a consumer

representative and one of whom must be Commission Member which is a Council Member, present to constitute a quorum.

- A5.6 A Commission Member may request the Secretary to convene a meeting of the Commission at any time.
- A5.7 Any form of communication where the Commission Members (and any other Persons required to be present) can hear each other simultaneously is sufficient for the parties to consider that each is present, for the purposes of the Rules, at the meeting.

Questions decided by majority

- A5.8 Each Commission Member has one vote. Except where these Rules provide otherwise, questions arising at a meeting of the Commission are decided by a majority of votes of Commission Members present and voting. In the event of there being an equality of votes, the Commission chairperson of the meeting, in addition to his or her deliberative vote, has a casting vote. Any question decided by a vote is deemed a decision of the Commission.

Written Resolution by the Commission

- A5.9 If all the Commission Members have signed a document containing a statement that they are in favour of a resolution of the Commission in the terms set out in the document, a resolution in those terms is deemed to have been passed at a meeting of the Commission held on the date on which the document was last signed by a Commission Member.
- A5.10 For the purposes of Clause A5.9, two or more separate documents containing statements in identical terms signed by one or more Commission Members are together deemed to constitute one document containing a statement in those terms signed by those Commission Members on the respective dates on which the separate documents are signed.

Validity of acts of Commission Members

- A5.11 Even if it is discovered after a meeting that there was some defect in the appointment of a Person as a Commission Member or power to act as a Commission Member or that a Person so appointed was disqualified, all acts done by that meeting of the Commission or by any Person acting as a Commission Member are valid.

Minutes

- A5.12 The Commission must:
- (a) take minutes of:
 - (i) the names of those present at all meetings of the Commission or its committees; and
 - (ii) all proceedings of annual meetings and other meetings of the Commission or its committees, and
 - (b) make those available within one Month to all Commission Members after the relevant meeting is held.

- A5.13 The Commission chairperson or chairperson of the committee of each meeting must sign correct the minutes of each meeting.

Conflicts of interest

- A5.14 Except as otherwise provided by these Rules, a Commission Member cannot vote at a meeting of the Commission on any resolution concerning a matter in which he or she has directly or indirectly an interest which is material and which conflicts or may conflict with the interest of the Commission and the Commission Member is not to be counted in the quorum present at the meeting. However:
- (a) the Commission may suspend or relax to any extent, either generally or in respect of any particular matter, any provision of the Rules prohibiting a Commission Member from voting at a meeting of the Commission;
 - (b) if a question arises at a meeting of the Commission as to the right of a Commission Member to vote, the question may, before the conclusion of the meeting, be referred to the Commission chairperson and his or her ruling in relation to a Commission Member other than him or herself is final and conclusive; and
 - (c) Commission Members that are representatives of Council Members do not have a conflict of interest merely because they operate within the electricity and Gas sector.
- A5.15 Commission Members may not hold another office of profit under the Commission nor, either personally or by his or her firm, act in a professional capacity for the Commission.

Appointment of Secretary

- A5.16 The Commission must appoint a person to act as Secretary to the Commission. The appointment may be an employee of or party contracted to the Commission. The appointment may be made on such terms, at such remuneration and upon such conditions as the Commission thinks fit. The Commission has the power to suspend or remove the Secretary.

Powers and duties of Secretary

- A5.17 The Commission may vest in the Secretary any powers, duties and authorities it considers appropriate and the Secretary must accept all such powers, duties and authorities subject at all times to the control of the Commission.

Secretary to attend meetings

- A5.18 The Secretary must attend all annual and other meetings of the Commission but is not required to attend committee meetings unless he or she is a member of the committee. The Secretary may be heard on any matter.

Inspection of records

- A5.19 The Commission may determine whether and to what extent, and at what times and places and under what conditions, the accounting records and other documents of the Commission will be opened to the inspection of Council Members. A Council Member does not have the right to

inspect any document of the Commission except as provided by law or authorised by the Commission.

Annual meetings to be held

A5.20 The Commission must, in addition to any other meeting held by it, hold a meeting to be called the annual meeting within 3 months of the end of each Financial Year at which it receives the Annual Report of the Electricity and Gas Complaints Commissioner.

~~The Commission must, in addition to the annual meeting, hold a general meeting before the end of each Financial Year at which it must approve the financial budget for the Electricity and Gas Complaints Commissioner and the Commission for the succeeding Financial Year.~~

A5.21 Notice of every annual and general meeting under Clause A5.20 must be given to:

- (a) every Council Member;
- (b) every Commission Member;
- (c) the Board;
- (d) the Electricity and Gas Complaints Commissioner;
- (e) the Secretary;
- (f) any auditor appointed to audit the Commission's or the Electricity and Gas Complaints Commissioner's financial records;
- (g) the Ministry of Consumer Affairs;
- (ga) the Electricity Commission;
- (gb) The Gas Industry Co;
- (h) consumer groups recommended by the Consumers' Institute Inc; and
- (i) Land Owner and Land Occupier groups recommended by the Ministry of Consumer Affairs.

A5.22 No other Person is entitled to receive notices of annual and general meetings under Clause A5.20.

A5.23 Persons notified may attend annual or general meetings held under Clause A5.20 of the Commission. However, only Commission Members may vote on matters put to the meeting.

A5.24 Any Person who is entitled to receive notice under Clause A5.21 may speak at an annual or general meeting held under Clause A5.20 of the Commission.

Publication of Annual Report

A5.25 After the Electricity and Gas Complaints Commissioner's Annual Report is accepted, the Commission must make it publicly available, together with any additional comments it considers appropriate.

A6. GENERAL

Review of the Scheme

A6.1 The Commission must commission an independent review:

- ~~(a) of the Electricity Consumer Code of Practice 12 months after its adoption; and~~
- (b) of the performance and effectiveness of the Scheme **at least every** three years ~~after its adoption and subsequently every five years, and~~

(ba) the Commission will determine the terms of reference and appoint the independent reviewer for any independent review following consultation with the Electricity Commission and the Gas Industry Co

(bb) the review will assess

(i) whether the scheme is meeting the overall objectives of the scheme

(ii) whether the scheme is continuing to meet the requirements of the Electricity Commission and the Gas Industry Co

(iii) whether the requirements of the Electricity Commission and the Gas Industry Co are appropriate

(iv) whether the performance standards set by the Commission are adequate

(v) the quality of the internal reviews

(vi) whether the codes of practice provides appropriate assurance to stakeholders about the conduct of Council Members, and

report to the Board publicly (including to the Electricity Commission, the Gas Industry Co, the Ministers of Energy and Consumer Affairs, and the Board) on the findings of the independent review and any amendment to the Scheme proposed by the Commission as a result of the independent review. ~~The findings of the independent review must be made publicly available.~~

~~A6.1A To avoid doubt, any changes made to the Scheme as a result of Gas being incorporated into the Scheme (including the Gas Consumer Code of Practice and the Gas Consumer Dispute Resolution Protocol) must not form part of the initial three year review provided for in Clause A6.1(b).~~

A6.1.B The Commission must commission a special independent review at any time if requested by both the Electricity Commission and the Gas Industry Co in response to clearly articulated policy concerns.

A6.2 The Commission may at any other time propose ~~to the Board~~ amendments to the Scheme that the Commission considers necessary or conducive to the continuing effectiveness of the Scheme.

A6.3 Before ~~putting~~ making any proposal to the Board under Clause A6.1 or A6.2, the Commission must consult with the Electricity Commission, the Gas Industry Co, the Chief Ombudsman (in relation to any applicable guidelines issued by the Chief Ombudsman under section 28A of the Ombudsmen Act 1975), the Ministry of Consumer Affairs, Council Members, representatives of consumer, Land Owner and Land Occupier organisations and any other person that the Commission considers should be consulted.

A6.3A Any amendments:

- (a) must be consistent with any statement of government policy on governance of the electricity industry issued under section 172ZK of the Electricity Act 1992;
- (b) must be consistent with any statement of government policy on governance of the gas industry issued under section 43ZO of the Gas Act 1992;
- (c) must be consistent with any requirements of the Electricity Commission and Gas Industry Co specified from time to time in relation to an energy-based complaints resolution scheme.

Notices

A6.4 The Commission may give a notice to any Council Member or other Persons in any Written form where it is clear that the notice is authentic and originated from the Commission.

Register

A6.5 The Secretary must keep a Register recording the names and contact details of Council Members, the names of Commission Members and the name of the Electricity and Gas Complaints Commissioner.

A6.6 The Register must be publicly available and be updated at least once a Financial Year.