

Alpine Energy

Appendix A: Format for Submissions

To assist the working group in the orderly and efficient consideration of stakeholders' responses, a suggested format for submissions has been prepared. This is drawn from the questions posed throughout the body of this consultation paper.

Question	Comment
Q1. Do you agree with our assessment of who should have access to the Scheme, taking into account the requirements of the Act, the GPS and the EC?	Yes
Q2. Do you agree that it is preferable not to use "materiality" as the connecting factor between the complainant and the complaint issue? Do you agree that limiting complaints to "a user or potential user ... in respect of that use or potential use" is appropriate? Is there another connecting factor that could be used?	Yes Yes - important to recognise service relationship has been established first. No
Q3. Do you agree with the proposed drafting of "Consumer"?	Yes
Q4. Do you agree with our assessment that it is appropriate for the Commissioner to consider only some issues relating to potential consumers?	Yes
Q5. Do you agree with the proposed drafting that limits the Commissioner's ability to consider certain issues relating to potential consumers?	Yes
Q6. Do you agree with the proposed drafting of Consumer Complaint?	No - there needs to be a test of reasonableness applied.
Q7. Do you agree with the proposal to redraft Land Complaint as suggested?	No - Land Complaint should retain affection that is unlawful.
Q8. Do you agree with the proposed drafting of Clause 6 to provide for consultation with the EC?	No
Q9. Do you agree with the proposed drafting of Clause 6 to provide consistency with any GPS and relevant benchmarks?	Yes - Providing approval process is transparent to members.
Q10. Do you agree the drafting of the Constitution needs to allow for situations where there may not be a consumer contract?	No - Cannot rely on contract obligations for complaint when no contract has been established.
Q11. Do you agree that it would be preferable not to amend the Constitution to impose a confidentiality obligation on the parties unless this criterion is required by the EC?	Yes
Q12. Do you have any other comments to make regarding this proposal?	Concerned that amendments provide

a far wider reach for complaints which will increase costs to Line Co's etc and make compliance more expensive.