

**From:** Roger Donkin [roger.donkin@clear.net.nz]  
**Sent:** Saturday, 28 April 2007 12:35 p.m.  
**To:** Susan Cuthbert  
**Subject:** Constitutional Changes to the Electricity & Gas Complaints Commission  
**Submission**

with respect to

**Consultation Paper concerning Constitutional Changes to the Electricity & Gas Complaints Commission (EGCC)**

April 2007

I agree with the proposed drafting of proposals with respect to:

1. definition of "Consumer"
2. Consumer Complaint
3. Land Complaint
4. consultation with the EC
5. consistency with GPS and relevant benchmarks
6. Constitution needs to allow for situations where there may not be consumer contract
7. preferable not to amend Constitution so as to impose a confidentiality obligation on the parties unless this criterion is required by the EC

I do not agree that the EGCC should have no jurisdiction in a complaint made by a Consumer concerning a decision made by either a transmission company, or a retail company operating in the Consumer's supply area, not to supply a Consumer.

Until 31 March 2013 when the obligation for electricity lines companies to supply consumers ends the only reasonable grounds for non supply are:

- 1) the failure or inability of a Consumer, existing or prospective, to pay, or guarantee payment, for an existing, or future supply, service in accordance with published tariff schedule(s), and
- 2) the consumer's installation being non compliant with electrical safety standards.

These are matters where the EGCC are, or should be, capable of establishing the facts and therefore deciding the complaint.

This being the case I believe the Complaints Commissioner should have jurisdiction in such matters.

Roger Donkin