

## Appendix. A: Vector Submission on the Review of the Electricity Consumer Code of Practice and the Gas Consumer Code of Practice

Question	Relevant Clause in Code	Comment <i>Where possible, please include details about the number and source of complaints that have lead to the concern.</i>
<p>Q1. Do we need the Electricity and/ Gas Codes? If so, how do you see them working with guidelines that are created by the Electricity Commission and Gas Industry Company? For example, the electricity model retail contract.</p>		<p>Yes. Vector believes that the Codes should be retained and that any subsequent reviews should be undertaken by the EGCC.</p> <p>Vector considers that the existing Scheme has proven effective in best managing the expectations of consumers and it is important that this be retained in any future dealings with both the Electricity Commission and Gas Industry Co.</p>
<p>Q2. Are the Electricity and/ Gas Codes working well?</p>		<p>Vector is generally satisfied that the Codes for gas and electricity are working well.</p> <p>Vector considers the Codes reflect general practice within the industry and business processes have been developed to meet or exceed these expectations.</p> <p>Any significant changes would need to demonstrate real benefits to all parties, as costs associated with administering the Codes will ultimately be passed through to consumers.</p>
<p>Q3. Are there any clauses in the Codes that promise more than can reasonably be delivered?</p>		<p>No.</p>
<p>Q4. Are there any clauses in the Codes that are vague or ambiguous?</p>		<p>Vector considers that the clauses in the Codes are generally self-explanatory.</p>
<p>Q5. Should complaints handling by the Electricity and Gas Complaints Commissioner always be free to consumers? Are there some circumstances where a charge is appropriate such as where a meter undergoes testing or voltage variation is recorded?</p>		<p>Vector believes the services offered by the Commissioner should remain free to consumers. This will encourage consumers to use the EGCC as the preferred body to resolve complaints.</p>



<p>Q9. Are there any other matters that you wish to raise?</p>		<p>Vector considers it important that the future review of the Scheme and the Codes is undertaken by the EGCC (please also refer to our response to Q1).</p>
<p>Q10. Please tell us how you first became aware of the Codes and the associated issues.</p>		<p>Vector is an industry participant in the EGCC Scheme.</p>
<p>Q11. How do you think consumers usually become aware of the Codes? Do you have any specific suggestions as to how consumer awareness of the codes can be broadened?</p>		<p>Vector believes that most customers become aware of the Code, and of the EGCC in general, only when issues arise.</p> <p>Vector suggests that promoting awareness of the EGCC on consumers' bills, in addition to current requirements, would further promote awareness. Whilst companies provide information as part of their contractual agreements when acquiring a new consumer, Vector believes that this does not suitably promote the EGCC.</p>