

Submissions Template: Review of the Electricity Consumer Code of Practice and the Gas Consumer Code of Practice

To assist the working group in the orderly and efficient consideration of responses, please consider using this table.

| Question | Relevant Clause in Code | Comment <small>Where possible, please include details about the number and source of complaints that have lead to the concern.</small> |
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| 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. | | |
| Q2. Are the Electricity and/ Gas Codes working well? | | |
| Q3. Are there any clauses in the Codes that promise more than can reasonably be delivered? | | |
| Q4. Are there any clauses in the Codes that are vague or ambiguous? | | <p>Yes – While we understand that there are lines companies that direct bill customers, the code is still confusing when trying to understand who (retailer or lines co?) is responsible for adhering to the code.</p> <p>Is it up to the individual lines co to state their responsibilities in it's use of systems agreements?</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? | | The commissioner should give consideration to charging consumers in some respects, but moreover the EGCC charging should be more user pays focussed than a set fee. Having a fee based on a rolling 1 or 5 year average of the number of complaints received against that company by the EGCC would seem to be more consistent. |
| Q6. Would it be useful if the Codes included an explanation of the purpose of some or all of the clauses? If so, which ones in particular? | | |

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| Q7. Are there examples of changed industry duties and practice that should be incorporated into the Electricity and/ Gas Codes? | | |
| Q8. What other changes should be made to the Codes? Please provide reasons why you think the changes should be made. | | |
| Q9. Are there any other matters that you wish to raise? | | |
| Q10. Please tell us how you first became aware of the Codes and the associated issues. | | |
| 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? | | |