



# News Bulletin

Akuhata 2022



**Kia ora,**

We have published our Electricity Price Review Final Guidelines and Gas (Facilities Outage Information Disclosure) Rules Summary and Analysis of Submissions. Read on below.

## **Electricity Price Review Final Guidelines**

Gas Industry Co has published our final guidelines to align the gas industry's processes with the Electricity Price Review's recommendations for the electricity market.

Our workstream involved several rounds of consultation with industry, culminating in three recommendations proposing the introduction of new guidelines for gas industry participants. We would like to thank industry for their engagement throughout the rounds of consultation and for their contribution to the final guidelines.

The guidelines are as follows:

- **Gas Consumer Care Guidelines** set out guidelines for gas retailers in helping residential gas consumers who may experience insufficient access to gas or payment difficulties.
- **Gas Saves and Winbacks Guidelines** provide guidance for gas retailers in managing the saves and winbacks behaviour.
- **Guidelines for Raising Awareness of Utilities Disputes and Powerswitch** provide guidance for gas retailers and gas distributors to raise consumer awareness of the services provided by Utilities Disputes and Powerswitch through their customer communications.

More information about the final guidelines and their supporting documents can be found on our website [here](#).

Gas Industry Co will be monitoring industry alignment with the guidelines. The timetable for assessment of alignment is outlined in each of the respective guidelines.

The outcomes of this monitoring will be used to inform any additional work that we undertake in this workstream.

## **Gas (Facilities Outage Information Disclosure) Rules Summary and Analysis of Submissions**

On 13 June 2022, Gas Industry Co released a consultation paper inviting submissions on the Gas (Facilities Outage Information Disclosure) Rules 2022.

The Rules give effect to Gas Industry Co's recommendation on new gas governance rules for the disclosure of gas production and storage facility outage information approved by the Minister of Energy and Resources on 18 May 2022.

Gas Industry Co sought feedback on the draft Gas (Facilities Outage Information Disclosure) Rules (the Rules).

Six submissions were received. Submitters were generally supportive of the drafting of the Rules. The comments related to matters of minor detail. Where appropriate, the draft Rules have been revised to address matters of drafting and better reflect the policy intent.

A summary and analysis of submissions, and a revised version of the Rules can be found on our website [here](#).

The next step is for the Minister of Energy and Resources to consider the final Rules.

We would like to take the opportunity to thank industry participants for their input and ongoing engagement throughout the Information Disclosure workstream. Your effort is highly valuable and has been imperative in getting the rules to their final state, ready for the Minister's consideration.