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Gas Industry Company Ltd.

[www.gasindustry.co.nz](http://www.gasindustry.co.nz)

## **Framework for Gas Retailer Insolvency Arrangements – Meridian Submission**

Meridian appreciates the opportunity to provide feedback on the Gas Industry Company's (GIC's) draft framework for gas retailer insolvency arrangements.

As is made clear in the paper, there are important connections between the GIC's retailer insolvency work and recent work of the Electricity Authority (EA) on the same topic.

Meridian appreciates the attempts the GIC and EA have made to "harmonise processes where that would be efficient", for instance, in terms of information exchange file formats. From a customer experience perspective, good communication practices at the time of the regulations being put to use will be important. While we recognise that differences in the two processes involved may mean a fully co-ordinated approach to customer communications is not able to be adopted with the EA, maintaining regular contact may for example mean that customer communications can be better timed and create less confusion for customers and other interested or affected stakeholders.

If you have any queries regarding this submission please contact me.

Yours sincerely,

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