



News Bulletin 11 June 2024

## Kia ora

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## Review of consumer guidelines deferred

**We are deferring our review of the gas Consumer Care Guidelines and assessment of gas retailer alignment that was scheduled for August this year.**

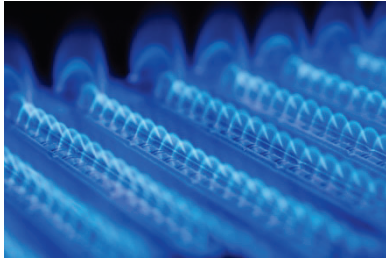
The Electricity Authority is currently reviewing the electricity Consumer Care Guidelines as part of its process to mandate the guidelines. Following the completion of the Electricity Authority's process, we will consider whether changes to the gas Consumer Care Guidelines are necessary to align with the outcomes of the review and any amendments to the Electricity Industry Participation Code.

We will be able to set a date for assessment retailer alignment when the Electricity Authority's Code amendment process is completed, and we have completed our review About the guidelines

We developed the gas Consumer Care Guidelines in response to the findings of the Electricity Price Review. At the same time, we also developed two other sets of guidelines: Guidelines for Raising Awareness of Utilities Disputes and Powerswitch, and Saves and Winbacks Guidelines.

[Read all three sets of guidelines on our website](#)

[Read about the electricity Consumer Care Guidelines on EA's website](#)



## Reminder: Consultation on monthly read requirements closing soon

**Our consultation on whether monthly read requirements are still fit for purpose for allocation group 4 (AG4) customers closes on 14 June.**

AG4 customers are those with non-time-of-use meters that use from 250GJ to 10TJ of gas per year.

[Read the consultation paper](#)

Email your submission to [consultations@gasindustry.co.nz](mailto:consultations@gasindustry.co.nz) by Friday, 14 June.

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## Statement of Intent 2025–2027

**Check out our latest Statement of Intent on our website.**

We have published our latest Statement of Intent setting out the intended scope and objectives of our operations for the financial year ending 30 June 2025 and the following two financial years (30 June 2026 and 30 June 2027).

It also provides information about our organisation and operating environment.

[Read the Statement of Intent on our website](#)

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## Re-contracting for gas supply



**Our view is that energy supply in 2024 is likely to remain tight as gas supplies are constrained.**

We have previously advised customers with upcoming contract renewal to seek to renew contracts early. Contracting markets are now constrained and we have heard from some customers that previous terms may not be available in contract renewals.

The outlook remains tight throughout this year and into 2025 as material volumes of new gas supplies are not expected to enter the market in the short term.

We expect to publish an updated supply and demand study in the second half of 2024.

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## Help us improve your website experience

### **Do you find it easy to use our website?**

We would appreciate you taking a few minutes to complete this short anonymous survey about our website. Click on the green button Gas Industry Co Web Survey 2024 below.

[Gas Industry Co Web Survey 2024](#)

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## A change to the News Bulletin

### **You may notice that this issue of the News Bulletin looks different.**

We have tweaked the design of the News Bulletin and changed how we send it, which is now using Mailchimp. Let us know if you have any issues receiving it.

Send any feedback about the Bulletin to us at [info@gasindustry.co.nz](mailto:info@gasindustry.co.nz).

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