

What seems to be the problem?

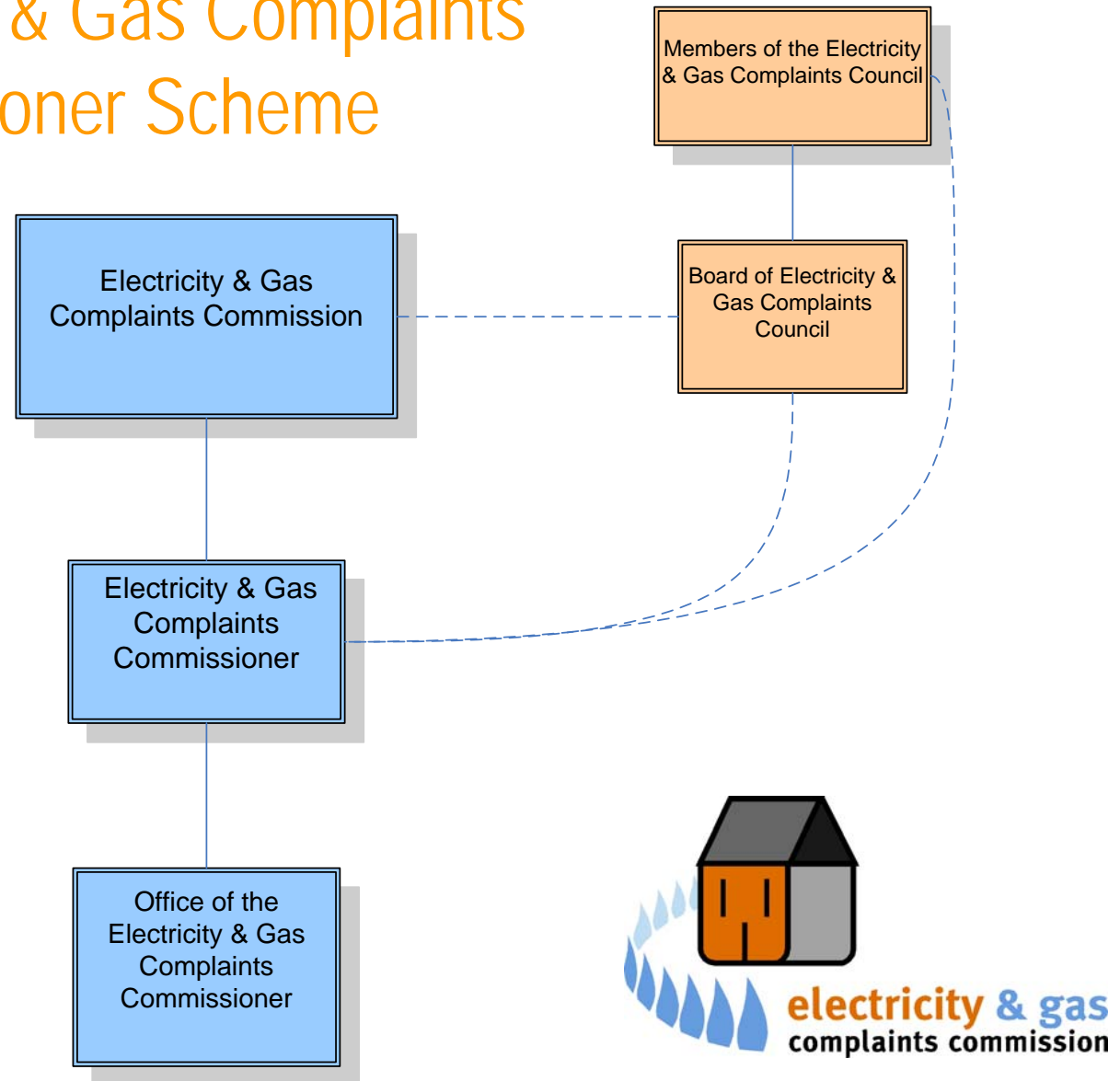
A presentation to the
Gas Industry Co's Consumer Forum
October 2009

Judi Jones

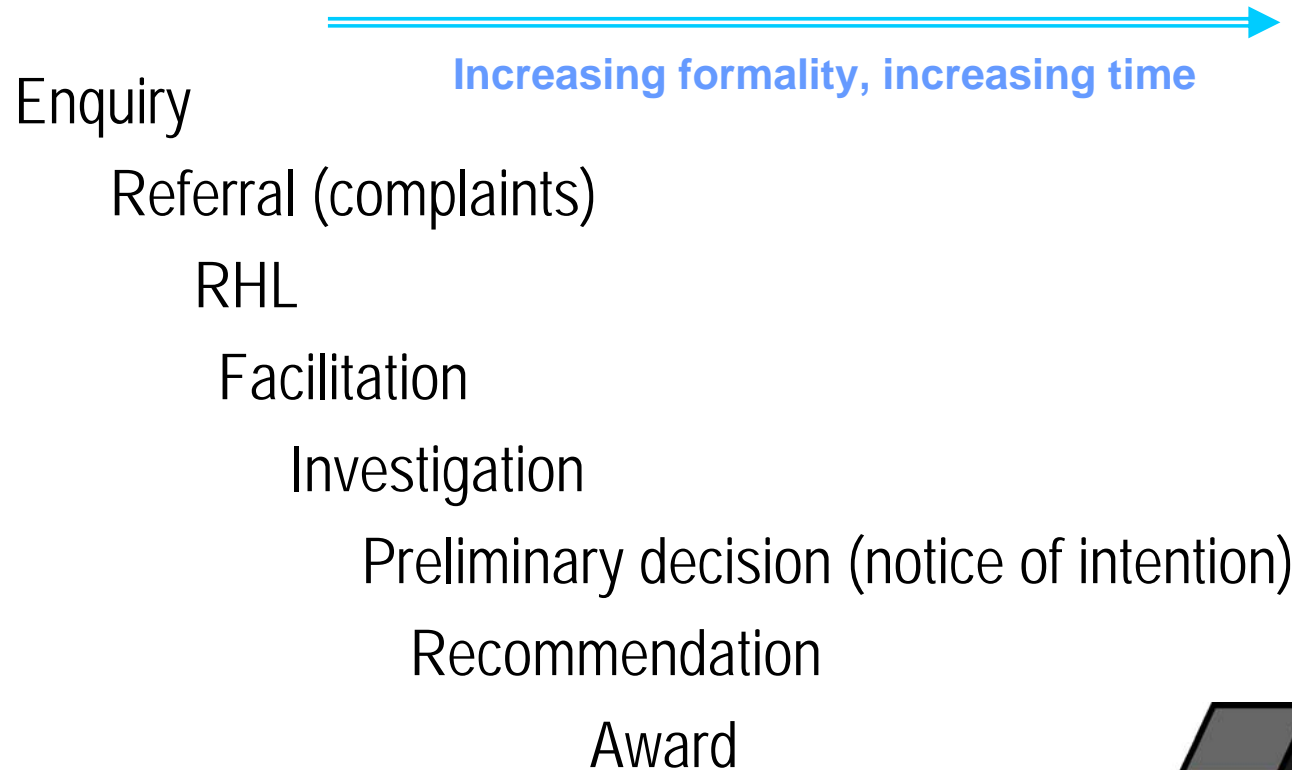
Electricity and Gas Complaints
Commissioner



Electricity & Gas Complaints Commissioner Scheme



Our processes



THE STORY SO FAR

- More than 14,750 people contacted the office
- 5,860 enquiries (nonmembers, price, general advice)
- 8,900 complaints 356 gas or dual fuel (most resolved)
- 1362 completed investigations 27 gas or dual fuel
- Gas jurisdiction from 1 April 2005
Electricity since 1 October 2001

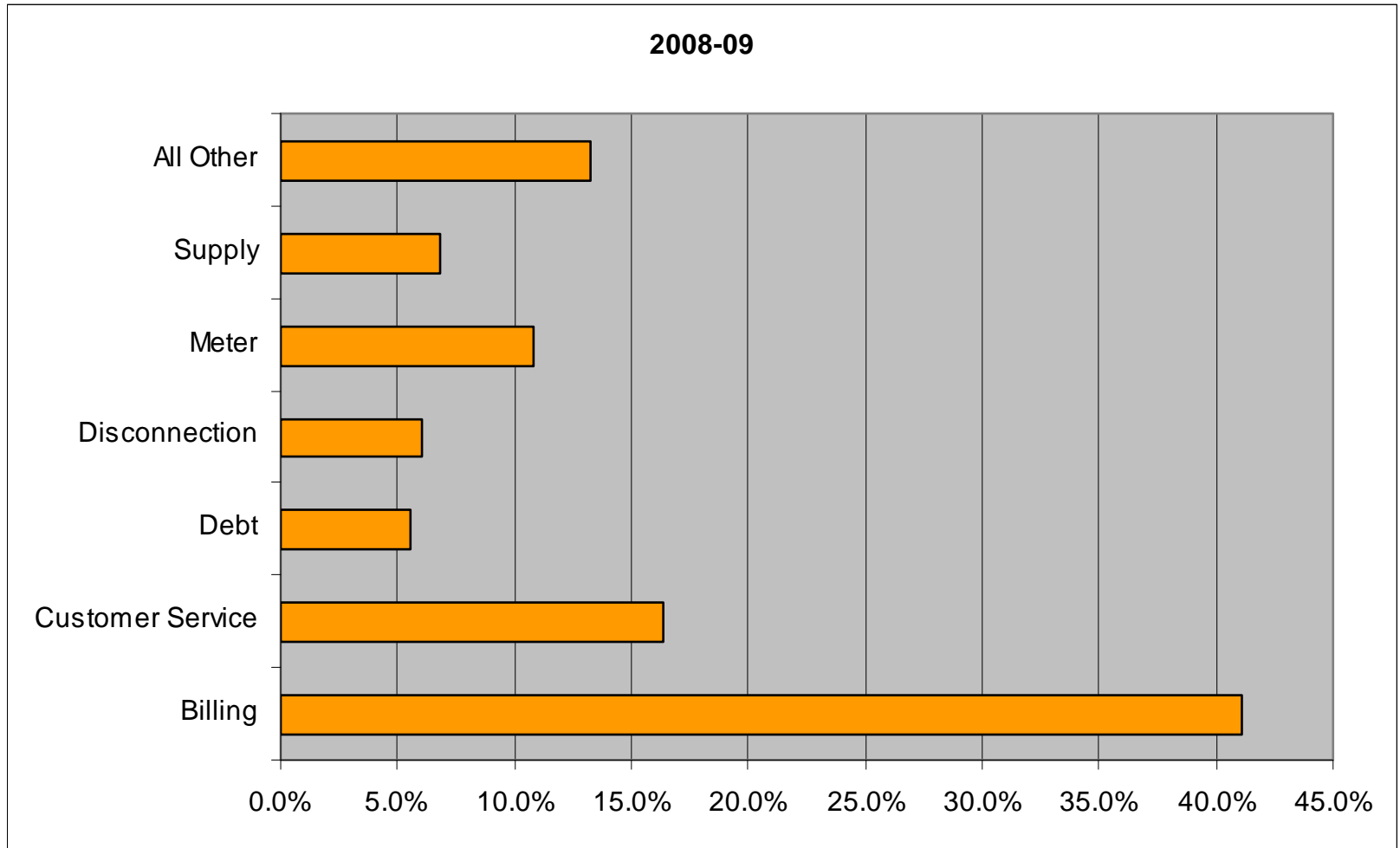


Gas members of the scheme

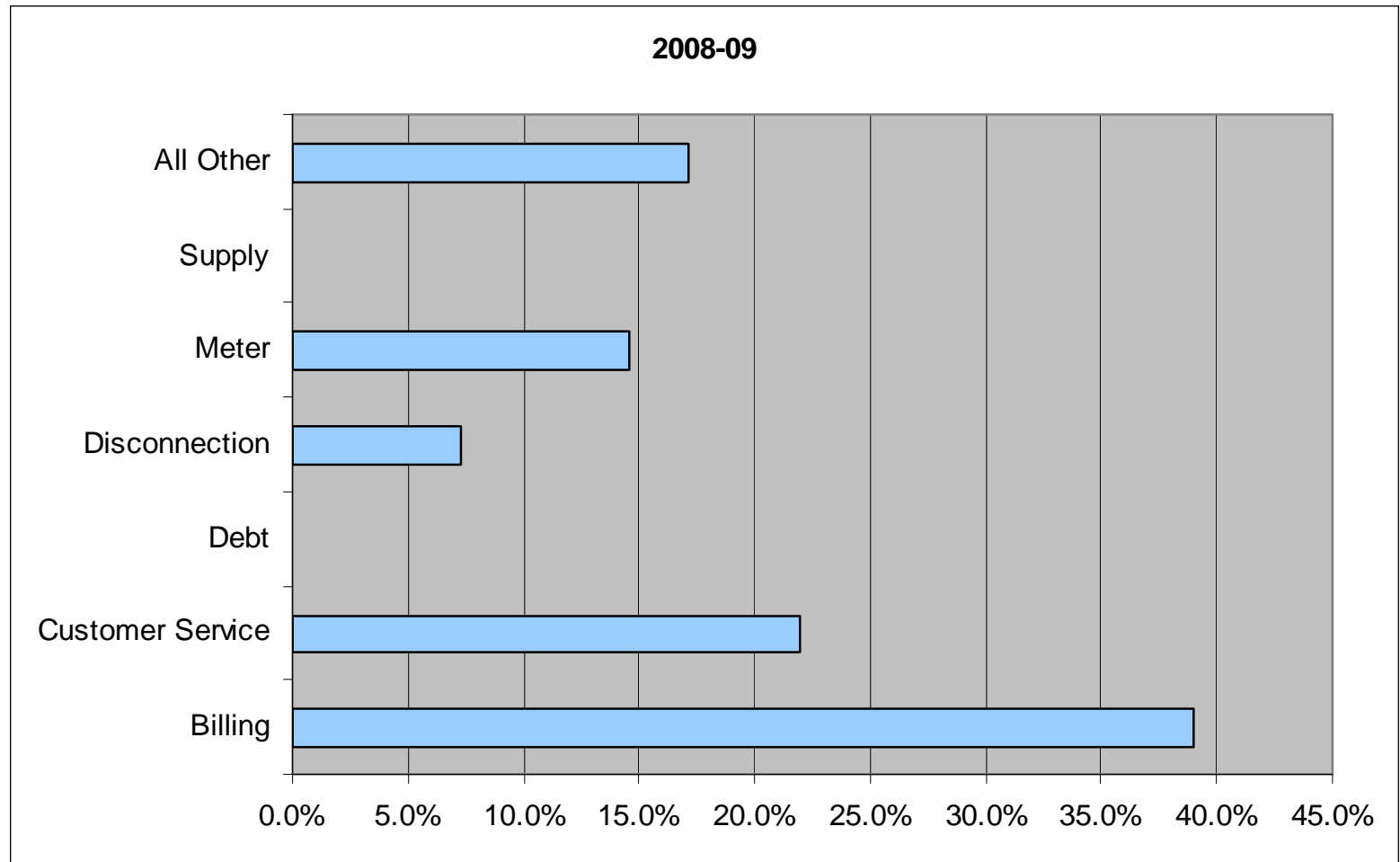
- Genesis Energy
- Mercury Energy
- Contact Energy
- Energy Direct NZ
- Gas Net
- Powerco
- Vector



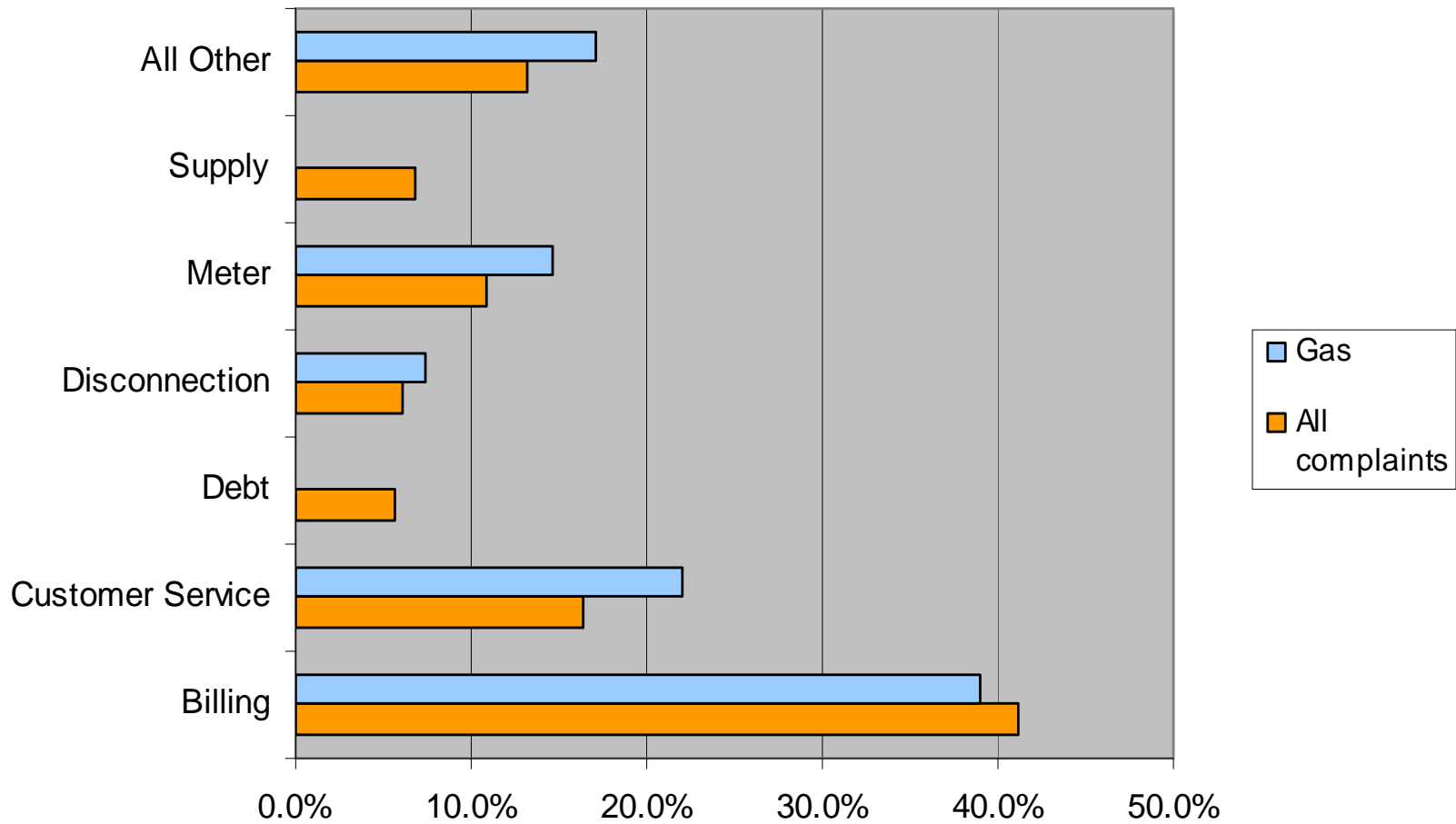
Billing remains the most common issue (all complaints)



And billing is the most common issue in gas complaints



2008-09



Customers want

- Accurate bills
- Accurate and clear advice when dealing with call centres
- Good quality of supply (but understand cannot be perfect)
- To be able to change suppliers without a problem
- Fair terms and conditions
- Help when things go wrong



Customers also want companies to...



- See things from a customer's perspective
- Remember customers are not experts and do not necessarily understand how things 'should' work
- Give customers good quality advice and service, even when they ask for 'wrong' things, or access the system at the 'wrong' point
- Understand that repeated mistakes erode trust
- Take complaints seriously



Fair terms and conditions

- Gas Consumer Code of Practice
- Undertakings by members for fair and reasonable dealings with customers
- Some minimum terms
- Code provisions apply if inconsistent with contract terms
- Once scheme approved, companies may 'opt in' to the code



Help when things go wrong

- Recent general awareness survey
- Unprompted awareness 3%
- Prompted awareness 14%
- Mystery shopper survey
- Website reviews



We cannot consider gas complaints about ...

- Home delivered bottled gas
- Reticulated LPG networks
- Embedded natural gas networks
- Companies who are not members of the scheme
- The cost of gas



Four recent complaints



Complaint 1 – referred to company

- Moved into rental property in 2007 which had gas supply. They didn't sign up for gas because they didn't want to use it. Yesterday (31/03/09), they received a bill from a retailer for gas supply backdated to Sept 2007. They don't think they have to pay for this.



Complaint 2 – referred to company

- Quote from gas network company around a year ago for installation of gas at his property - \$943.88. Updated quote now \$6,707.25. Can they do this?

[When he questioned the company, quote was reduced to \$5,091.75.]



Complaint 3 – under consideration

- Company had been paying \$15 a day for gas lines charges for the last 5 years. When complained, retailer changed the meter and bills reduced from \$650 a month to \$250. Wants refund of overpayment.



Complaint 4 – settled between the parties

- Arranged to have gas disconnected so that redevelopment to his property could take place. The retailer's contractor capped the gas at the street, rather than at the customer's meter, and removed the meter. Believes should only have been charged the normal reconnection fees because the disconnection of his gas at the street rather than the meter was done without his knowledge or consent.



Complaint 4 – the resolution

- During investigation of the complaint it was discovered that the gas service to the property was a nylon service and that this must always be capped at the street. Therefore, regardless of what was agreed, the supply would have had to have been capped at the street.



- *"While we believe that we were following your builder's instructions for both the disconnection and relocation requests we appreciate that this was a confusing situation due to the changing needs of the renovation requirements at [address]. We are happy to apply a credit to your energy account for the aspects of the quote relating to the work completed at the street in order to resolve your concerns as full and final settlement of this issue.*

[Footpath Reinstatement \$400, Traffic Management \$300, Council RON \$150]

- *Therefore a further credit of \$850 would be applied. This is in addition to the \$220 we have already applied so would reduce the fee for the relocations from \$2939.34 to \$1869.34."*



QUESTIONS?

