

Questions

Extending the Electricity Price Review's Final Recommendations to the Gas Market – New Gas Market Guidelines

Submission prepared by: Contact Energy

| Question | | Comment |
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| Gas Consumer Care Guidelines | Do you agree with the proposed content of the Gas Consumer Care Guidelines? Are there items that should be added or deleted, and why? | Contact Energy broadly supports the proposed content of the Gas Consumer Care Guidelines. It will be important to ensure that any future changes to CCGs for gas through the GIC and electricity through the EA, maintain consistency. |
| Gas Consumer Care Guidelines | Do you agree with the proposed timeframe for Gas Retailers to align their processes to ensure voluntary compliance with the Gas Consumer Care Guidelines? | Contact Energy is comfortable with the 12 month timeframe for voluntary compliance with the Gas CCG. Contact takes a consistent approach to residential gas and electricity customers as set out in the CCG. |
| Gas Consumer Care Guidelines | Do you agree with the Gas Consumer Care Guidelines applying also to Stand-alone Gas Retailers? | Contact Energy agrees that the Gas CCG should also apply to stand-alone gas retailers to ensure that consistent minimum standards are applied to all vulnerable customers. |
| Gas Consumer Care Guidelines | Are any modifications required to the Gas Consumer Care Guidelines to take account of the unique characteristics of the bottled LPG market? | |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the proposed content of the Guidelines? Are there items that should be added or deleted, and why? | Contact Energy is comfortable with the proposed content of the Guidelines for UDL and Powerswitch. |

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| Utilities Disputes and Powerswitch Guidelines | Do you agree with Gas Industry Company's proposed narrower approach than that implemented for the electricity market in relation to the provision of Utilities Disputes information (focussing on "complaints" rather than "queries")? | Yes |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the proposed Alignment Timing for Gas Retailer voluntary compliance with the Gas Consumer Care Guidelines? | Yes |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the proposed timeframe for Gas Retailers and Gas Distributors to align their processes to ensure voluntary compliance with the Utilities Disputes and Powerswitch Guidelines? | Yes |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the Utilities Disputes and Powerswitch Guidelines applying also to Stand-alone Gas Retailers? | Contact Energy agrees that the Utility Disputes and Powerswitch guidelines should also apply to stand-alone gas retailers to ensure that consistent minimum standards are applied to all gas retailing activities. |
| Saves and Winbacks Guidelines | Do you agree with the proposed content of the Guidelines? Are there items that should be added or deleted, and why? | Contact Energy is comfortable with the proposed content of the Saves and Winbacks Guidelines. |