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**To:** The Gas Industry Company (GIC)  
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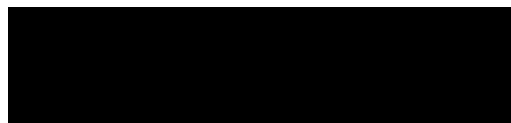
### **Genesis Energy's submission on proposed changes to Gas Consumer Care Guidelines**

Genesis Energy Limited (**Genesis**) welcomes the opportunity to comment on the Gas Industry Company's (**the GIC**) *Gas Consumer Care Guidelines update* consultation paper. Genesis's supports the GIC's proposal to align the Gas Guidelines with the Electricity Authority's Consumer Care Obligations. We encourage the GIC to continue working closely alongside the Electricity Authority to ensure implementation is aligned.

We agree with the GIC that keeping the Guidelines voluntary is consistent with its co-regulatory mandate and strikes the best balance between consumer protection and administrative efficiency and cost. Genesis is already compliant with the electricity Consumer Care Obligations, and as we adopt the same business processes for all consumers our gas customers are already in effect protected by regulation.

We do not support the GIC's proposal to introduce a new information exchange protocol specifically for medically dependent customers similar to the Electricity Authority EIEP4A. Rather, we recommend information about a consumer's medical dependency status be recorded in the proposed GIEP4. This would be more efficient and avoid unnecessary additional administrative cost. Moreover, on its own any new GIEP for MDCs will be an incomplete dataset and therefore require GIEP4 anyway.

Yours sincerely,



Mitchell Trezona-Lecomte  
**Senior Advisor, Government Relations and Regulatory Affairs**

