

**Powerco Limited**

35 Junction Street  
Private Bag 2065  
New Plymouth 4340

☎ 0800 769 372

🌐 [powerco.co.nz](http://powerco.co.nz)

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Gas Industry Company  
Via email: [consultations@gasindustry.co.nz](mailto:consultations@gasindustry.co.nz)

## Powerco feedback on new gas market guidelines

The GIC is proposing guidelines for how gas distributors publicise Utilities Disputes (Appendix B of the consultation paper). Powerco's feedback is we:

- **support** the pragmatic approach taken to drafting of 3(ii) in the guidelines to raise the awareness of Utilities Disputes for complaints (instead of queries). This is a targeted approach for customers and will be easier to assess from a compliance perspective.
- **support** the 12-month implementation timeframe for compliance. Given this is a new compliance activity we recommend the GIC contact affected parties early in 2022 to an industry-wide interpretation or implementation issues.

Please contact Andrew Kerr ([Andrew.kerr@powerco.co.nz](mailto:Andrew.kerr@powerco.co.nz)) if you have any questions about our submission.

Kind regards



Andrew Kerr  
Head of Policy, Regulation, and Markets