Questions

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

Submission prepared by: <company name and contact>

| **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? |  |
| 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? |  |
| Gas Consumer Care Guidelines | Do you agree with the Gas Consumer Care Guidelines applying also to Stand-alone Gas Retailers? |  |
| 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? |  |
| 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”)? |  |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the proposed Alignment Timing for Gas Retailer voluntary compliance with the Gas Consumer Care Guidelines? |  |
| 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? |  |
| Utilities Disputes and Powerswitch Guidelines | Do you agree with the Utilities Disputes and Powerswitch Guidelines applying also to Stand-alone Gas Retailers? |  |
| 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? |  |