

Consumer Complaints Resolution Scheme

The Electricity Commission and Gas Industry Co (GIC) have jointly agreed to select, for the purposes of consultation, the Electricity and Gas Complaints Commission scheme (EGCC scheme) as their preferred provider of a gas and electricity industry consumer complaints resolution system (CCRS). This follows assessment of all the applications that were received in December 2008 in response to the request for applications issued in September 2008.

During the week commencing 2 March 2009, the Commission and GIC will publish a consultation paper that assesses the industry-based CCRS that would be provided by the EGCC scheme against other practicable options for an energy-based CCRS. These options include the status quo and two alternatives for a scheme established under regulation (rather than provided by the industry). Approximately four weeks will be allowed to provide submissions.

Once all submissions have been analysed, the Electricity Commission and the GIC will then decide whether the industry-based EGCC scheme should be finally approved by the Electricity Commission under section 158G of the Electricity Act 1992 and recommended to the the Minister of Energy and Resources for approval under section 43E of the Gas Act 1992.