



Noema 2021

Kia ora

This Gas Industry Co Bulletin brings to you details of our upcoming Co-Regulatory forum.

Also in this update:

- Our Annual Meeting.
- Now taking submissions on Extending the Electricity Price Review's Final Recommendations to the Gas Market – Finalising Gas Market Guidelines.
- Latest switching numbers.

Ngā mihi

Co-regulatory Forum Registration

The annual co-regulatory forum will be held online on **Thursday, 2 December 2021 at 10am.**

At the forum each year, we commence development of our Statement of Intent (Sol). This year the Sol will cover the financial years 2023-2025.

The forum will establish:

- A work programme for FY2023, with indicative activity for the subsequent two years.
- Work programme costs for FY2023, which are mainly funded by market fees under gas governance rules and regulations and through annual levy regulations.

Our co-regulatory model relies on industry input to develop the Statement of Intent. Early conversations about priorities are invaluable. This year, we are sending questions to participants. We would like to encourage your thoughtful input once again at this year's planning round, and we hope the advance materials stimulate a dialogue about priorities and the scope of our work.

Following the forum, we will publish a consultation paper. It will provide an opportunity for stakeholders to provide written submissions.

Registration is essential. Please email info@gasindustry.co.nz with 'RSVP co-reg forum' in the subject line.

Registration closes on Wednesday, 17 November. Registered attendees will receive a registration pack emailed to them to prepare for the forum and a link to the online event.

Annual Meeting

Please join us at our Annual Meeting on **Thursday, 25 November 2021 at 4.30pm** which will be held online this year.

Registration is essential. Please email info@gasindustry.co.nz with 'RSVP AGM' in the subject line. Registered attendees will be emailed the link to the online event.

The meeting agenda:

- Chair's address
 - Receipt of annual report and financial statements
 - Appointment of auditor
 - Election of directors
 - General business
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Extending the Electricity Price Review's Final Recommendations to the Gas Market – Finalising Gas Market Guidelines

In November 2020 Gas Industry Co established a workstream to investigate the application of the 32 Electricity Price Review recommendations to the gas market.

Through this workstream, we are developing new gas market guidelines for:

- dealing with vulnerable gas consumers (EPR recommendation B6);
- raising gas consumer awareness of the Utilities Disputes and Powerswitch services (EPR recommendation C2); and
- managing saves and winbacks behaviour in the gas market (EPR recommendation C5).

We published draft guidelines on 1 June 2021 and have now completed our review of submissions.

Gas Industry Company is now publishing:

- final versions of the Utilities Disputes and Powerswitch Guidelines, and the Saves and Winbacks Guidelines; and
- a final draft of the Gas Consumer Care Guidelines.

Gas Industry Company is seeking final submissions on the Gas Consumer Care Guidelines, due by **29 November 2021 at 5:00pm**. Submit [here](#).

Customer Switching Updates

There were 3308 switches in October 2021.

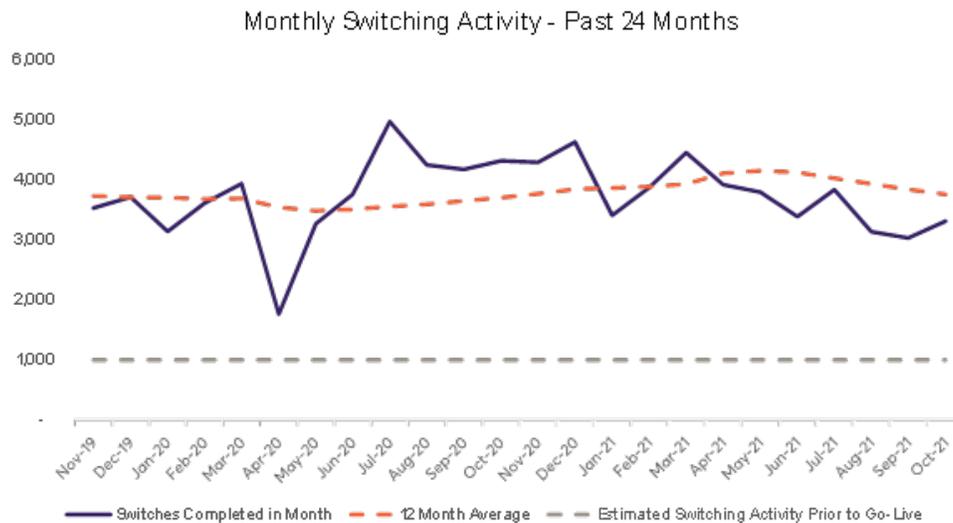
This is 281 more than September 2021 and 1004 fewer than October 2020.

Switching Trends

During the last 12 months we saw, on average, 3749 switches taking place per month, and they took an average of two days to complete. During that time the highest number of switches took place in December 2020 at 4621 switches, and the lowest was in September 2021 at 3027.

Find out more

Switching numbers are available in the Gas Registry [here](#).



Gas Industry Company

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