



26 June 2008

## **Change to target dates: Approval of a joint electricity and gas consumer complaints resolution scheme**

The Electricity Commission (EC) and Gas Industry Company (GIC) would like to thank all submitters for the very high quality of submissions in response to our consultation document “Approval of Joint Electricity and Gas Complaints Resolution Scheme”.

A number of issues have been raised which are being further investigated by the EC and the GIC. This has resulted in a relatively substantial change to the previously published process and timetable.

The EC and GIC now envisage that another round of consultation will be held after applications from potential scheme providers have been called for, received, and considered by GIC and EC. This consultation will be focused on comparing the best applicant for an industry-run approved scheme with both the status quo, and a regulated scheme.

The new timetable is set out below for your information. However, please note that the EC and GIC reserve the right to amend this timetable as necessary as the process proceeds—any further changes will be advised accordingly:

<b>Target date as at March 2008</b>	<b>Target dates as at 26 June 2008</b>	<b>Key Step</b>
28 March 2008	Completed	Paper released for consultation
15 April 2008	Completed	Stakeholder forum
8 May 2008	Completed	Receive submissions

Target date as at March 2008	Target dates as at 26 June 2008	Key Step
23 May 2008	11 August 2008	Complete analysis of submissions and finalise approval requirements
11 June 2008	19 August 2008	Electricity Commission approves scheme requirements
19 June 2008	28 August 2008	Gas Industry Co Board approves scheme requirements
20 June 2008	1 September 2008	Applications invited and proposed requirements released
19 September 2008	1 December 2008	Closing date for applications for approval
3 October 2008	Mid December 2008	Initial evaluation of applications completed
	Late February 2009	Release of consultation comparing preferred provider with status quo and a regulated scheme
	Late March 2009	Closing date for submissions
22 October 2008	Early June 2009 <sup>1</sup>	Electricity Commission approves selected scheme <sup>2</sup>
31 October 2008	Early June 2009	Gas Industry Co Board makes recommendation to Minister to approve scheme
December 2008	Date as stipulated by Minister	Minister approves scheme and notifies this in the Gazette
January 2009	Date as stipulated by Minister	Approval takes effect
	1 Sept 2009	Tentative date for scheme to begin operation

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<sup>1</sup> Dates for the 2009 Commission and the GIC Board meetings are not yet set, so exact dates going forward cannot be set at this time

<sup>2</sup> Note that this timetable assumes a scheme is approved. A different timetable will eventuate if the status quo or a regulated scheme is the preferred option.