

20 April 2009

Bronwyn Christie  
Electricity Commission  
PO Box 10041  
**Wellington**

**By email:** [submissions@electricitycommission.govt.nz](mailto:submissions@electricitycommission.govt.nz)

Dear Bronwyn

**Bay of Plenty Energy – response to consultation paper on Approval of a joint electricity and gas complaints resolution scheme.**

We refer to the consultation paper issued in March 2009 seeking submissions on the Electricity Commission's proposed approval method for consumer complaints resolution schemes.


Bay of Plenty Energy Limited (**BOPE**) is grateful for the opportunity to provide feedback. Please find attached our submission in the format requested within the consultation paper.

As indicated in our previous letters and submissions we still are of the opinion that more than one scheme should be approved. Our response supports the proposition that multiple and competitive complaints schemes are a more efficient, lower cost solution for the industry.

Also attached with our submission is a letter we have received from Don Reisterer (IECRS Adjudicator) detailing his response to the information contained within the consultation documents.

We look forward to your response.

Yours sincerely



Chris Power  
**Commercial Manager**