



72a Guyton Street
P.O. Box 351, Wanganui 4540
Phone (06) 348 8288 Fax (06) 348 8455
Email: claw@claw.co.nz

Bronwyn Christie
Electricity Commission
P O Box 10041
WELLINGTON

20 April 2009

Dear Ms Christie

Support for the Electricity and Gas Complaints Commission Scheme

In my capacity as a consumer advocate in a Community Law Centre I would like to support the application by the Electricity and Gas Complaints Commission for approval as the consumer complaint resolution scheme for electricity and gas complaints.

At the law centre, I deal with a large number of energy complaints, predominately billing issues. I have sought assistance from the Commissioner's office on a number of occasions when assisting consumers to resolve their complaint. The office has always been able to resolve the matter without the need to escalate to a decision from the Commissioner.

One Scheme

My preference would be for one scheme only. In order not to confuse consumers it would be appropriate to have one body dealing with complaints rather than numerous separate bodies. Currently it depends on which retailer a consumer uses as to where complaints are directed. This status quo is clearly unacceptable from a consumer viewpoint. To consider more than one scheme could mean that regulation may become necessary.

The EGCC Scheme

If the EGCC scheme were approved to fulfill the role, this would provide certainty for consumers and allow EGCC to promote their service so that all consumers are aware of what they can do to resolve their complaint. This scheme provides much needed free, independent and balanced business/consumer focused dispute resolution which is easily accessible.

The result is a transparent, independent process that would not be replicable if run by anyone with a financial interest in the scheme.

In view of the fact that this organisation has been effectively performing the service for sometime now with outstanding results, from a consumer perspective, it would be incredibly short sighted not have them continue their good work.

Yours sincerely

A handwritten signature in black ink, appearing to read 'BRogers'. The signature is fluid and cursive, with the first name 'Bronwyn' and the last name 'Rogers' clearly distinguishable.

Bronwyn Rogers