



20 April 2009

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Bronwyn Christie
Electricity and Gas Complaints Commission
P O Box 6144
WELLINGTON

Dear Ms Christie

Electricity and Gas Complaints Commission

I write in regard to my letter of 24 November last year, in which I supported the Electricity and Gas Complaints Commission as the consumer complaint resolution scheme for electricity and gas complaints.

I have been advised that there is a requirement for further input into whether there should be more than one complaints resolution scheme, and what scheme would be best.

I reiterate that I have dealt with them on a number of occasions, as I am one of the staff here who handles this sort of issue.

As it is a free and independent service, this suits our clients to reach a speedy and accurate conclusion.

I have always found the staff to be fair and impartial, providing an excellent service which compares very well with similar services.

As they seem to have a stable and experienced staff, who, as I say, deliver an excellent service, it seems a pity if this experience and exercise is not retained. It also seems best to have one forum, to avoid confusion, provides consistency and one certain place to go to, like the Banking Ombudsman, or the Insurance Ombudsman, both of which schemes work well. As I have said above, from a consumer point of view, we are strongly in favour of your organisation being the one complaints resolution service. I am happy to discuss this further, if you require.

Yours faithfully

Caryl Blomkvist (Solicitor)