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Supplementary Submission: Proposal to Approve a Joint Electricity and Gas Complaints Resolution Scheme

In light of recent developments regarding the opposition of some EGCC members towards scheme amendment proposals, Federated Farmers of New Zealand would like to submit the following as supplementary to our earlier submission.

The federation supports the approval of a single scheme under s158G and consider the achievement standards promulgated by the Electricity Commission and Gas Industry Company the appropriate standards that ought to be applied. Federated Farmers of New Zealand considers the Electricity and Gas Complaints Commission (EGCC) Scheme best meets these standards and recommends that the scheme be approved by the Electricity Commission and recommended to the Minister of Energy by the Gas Industry Co.

The federation is strongly supportive of accessible, independent, fair, accountable, efficient and effective means to resolve consumer complaints in the electricity and gas sectors. This is because the Federation fields a large number of member enquiries disputing or complaining about the service received from electricity retailers and lines companies.

We have found the EGCC Scheme to be a vital tool and it has certainly helped the federation reassure its members that their disputes and complaints will be addressed in a timely manner.

It is important for our members to have the certainty to invest in their farming businesses, certainty the EGCC Scheme provides as an able and trusted consumer complaints resolution scheme.

Yours sincerely,

Phil York
Board Spokesperson on Electricity