

Joint submission from Banking Ombudsman and Insurance & Savings Ombudsman

17 April 2009

Bronwyn Christie
Electricity Commission
PO Box 10041
WELLINGTON

By email: submissions@electricitycommission.govt.nz

Electricity Commission and Gas Industry Company Consultation Paper on Options for Complaints Resolution

Thank you for the opportunity to make a submission on your consultation paper "*Proposal to Approve a Joint Electricity and Gas Complaints Resolution Scheme*". This submission is made jointly with Liz Brown, Banking Ombudsman.

We remain strongly in support of the proposal to approve the Electricity and Gas Complaints Commission ("EGCC") as the joint electricity and gas complaints resolution scheme. The EGCC scheme follows the Ombudsman model, which is the most effective form of dispute resolution when dealing with consumer complaints against large organisations providing essential services.

My Office and that of the Banking Ombudsman work together with the EGCC on our community outreach programmes. Our 3 Offices share the same approaches and values based on the 6 key principles that underlie our schemes – independence, accessibility, fairness, accountability, effectiveness and efficiency. Approval of the EGCC as the single scheme for the energy industry would greatly enhance these community outreach programmes. We also see it as a benefit to the energy industry (including consumers) as a whole, as it would prevent duplication of costs from having multiple schemes and prevent confusion for consumers over which scheme to approach.

Yours sincerely



Karen Stevens
Insurance & Savings Ombudsman



Liz Brown
Banking Ombudsman