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**From:** p.rutledge [mailto:p.rutledge@clear.net.nz]  
**Sent:** Saturday, 18 April 2009 4:32 p.m.  
**To:** Mervyn English  
**Subject:** Fw: Submission on Approval of a Complaints Resolution Scheme

Terry King has asked me to forward the message below to you as an addition to the Grey Power submission sent on the proposals for the EGCC. Trust you find this in order.

Kind regards

Peter Rutledge  
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Email [p.rutledge@clear.net.nz](mailto:p.rutledge@clear.net.nz)

----- Original Message -----

**From:** [terryking](mailto:terryking)  
**To:** [p.rutledge@clear.net.nz](mailto:p.rutledge@clear.net.nz) ; [p.rutledge@clear.net.nz](mailto:p.rutledge@clear.net.nz)  
**Sent:** Saturday, April 18, 2009 2:30 PM  
**Subject:** Submission on Approval of a Complaints Resolution Scheme

Hello Peter,

Have read the submission and you may wish to consider the following:

The electricity industry is a natural monopoly and its members have the financial muscle to strongly push their viewpoint by employing professionals for this purpose. The cost of consultants and legal opinions are beyond the reach of most domestic consumers who have no means of combating professional “spin”.

Section 158(1) of the Electricity Act requires that every electricity distributor and every electricity retailer must participate in a complaints resolution system, provided that the Commission has approved one or more complaints resolution systems under that section.

In the February 2009 Draft GPS on Electricity Governance **section 4.3 Consumer Protection** (Consumer complaints resolution system) **clause 50**, states quite clearly the Government believes that consumers best interests are more likely to be served by a single independent complaints resolution scheme that includes both gas and electricity. We fully support this position.

**Clause 52** is important to us, wherein it states if the industry is unable to provide an acceptable scheme supported by membership from all retailers and all distributors (including transpower) within a reasonable time, the Commission should recommend regulations to introduce a statutory scheme.

While the Commission may see itself as a ‘problem solving’ regulator rather than a ‘compliance’ regulator, in this instance the GPS statement is quite clear and obviously the intention is to assist the consumer.

In 2003 the electricity industry self –governance arrangement collapsed because it failed to attract the support of most consumer organizations. We strongly supported the creation of a statutory authority and our position hasn’t changed. However we remain concerned at the slow progress being made toward a final scheme, and the manner in which industry is attempting to override domestic consumer requirements. We will not be manipulated or intimidated and if necessary are quite prepared to make the fairness of any proposed scheme a public issue.

Will telephone you to discuss the above.

Regards

Terry

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