

APPROVAL METHOD FOR CONSUMER COMPLAINTS RESOLUTION SCHEMES

Appendix three: Suggested feedback forms

To assist the Commission in the orderly and efficient consideration of stakeholders' responses, a suggested format for submissions has been prepared.

Feedback form 1:

| Question | Response | |
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| 1 | <p>Do you see any problems with the Commission using the Australian Benchmarks consumer complaints resolution schemes? If so what valuation method should the Commission use?</p> <p>Northpower does not see any problem with the Australian benchmarks. However there is no benchmark criteria that provides an achievement standard for the overall quality of decision making.</p> | |
| 2 | <p>The suggested level of achievement is to indicate the level at which the Commission believes the benchmark criteria would be met. Is it useful to have a suggested level of achievement for each of the benchmark criteria?</p> <p>Yes</p> | |
| 3 | <p>The Commission is seeking comments on the individual benchmark criteria and achievement standards detailed in the table attached as Appendix one:</p> <p>a) Identify <u>benchmark criteria</u> that are not suitable for the evaluation of an electricity consumer complaints resolution scheme. If possible, suggest an alternative;</p> <p>b) Identify <u>achievement standards</u> that are not suitable for the evaluation of an electricity complaints resolution scheme. If possible, identify an alternative;</p> | <p><i>Where commenting on individual benchmark criteria and/or achievement standards it may be helpful to use feedback form 2.</i></p> |

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| <p>and</p> <p>c) Should any additional benchmark criteria be inserted? If so, what should the additional benchmark criteria specify, and what would the achievement standard be?</p> <p>The benchmark criteria and standards seem appropriate</p> | |
| <p>4</p> <p>Should the Commission approve more than one scheme?</p> <p>No</p> | |
| <p>5</p> <p>If the Commission were to approve more than one scheme, what should be required of each scheme to ensure that consumer confusion is avoided? Are the achievement standards under criteria 6.2(a) sufficient?</p> <p>There would be a substantial amount of confusion for consumers to understand more than one scheme. The land code would also further add confusion if some consumers under a retailer scheme then had to move under another scheme for land issues.</p> | |
| <p>6</p> <p>Is it appropriate that the Commission is able to consider applications that do not meet the level of achievement for each benchmark criterion? That is, should the Commission be able to accept alternative evidence that a benchmark principle is met to an acceptable standard even though individual benchmark criteria are not satisfied as specified by the achievement standards?</p> <p>No</p> | |
| <p>7</p> <p>Do you have any comments on the performance monitoring process?</p> <p>Some independent monitoring could be useful.</p> | |