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27 January 2007

Electricity Commission
PO Box 10041
Wellington
Attn: Jenny Walton

Dear Jenny

Approval method for consumer complaints resolution schemes - consultation response

I refer to the above consultation paper dated December 2006.

At paragraph 30 of the paper the Electricity Commission says "given that Transpower has joined the Electricity and Gas Complaints Commission [EGCC], other schemes are not likely to need to receive complaints of the sort covered by the Land Code."

On 19 December 2006 I had a conversation with Lisa White to clarify the Commission's view regarding any requirement for Transpower to participate in a consumer (as opposed to land owner/occupier) complaints resolution scheme in light of paragraph 30. Lisa confirmed that the Commission does not intend to require Transpower to participate in a consumer complaints resolution scheme because Transpower has no supplier-customer relationship with the vast majority of electricity consumers nor any physical or contractual connection with them.

In view of that position, with which Transpower concurs, Transpower has no comments on the criteria proposed by the Commission for approving consumer complaints resolution schemes or the specific questions posed in the paper.

We note that the paper does not appear to be suggesting that the proposed criteria be applied to the approval of land owner/occupier complaints resolution schemes. We gather this is because the Commission was closely involved in the development of the land owner/occupier complaints side of the EGCC Scheme, to which Transpower is subject, and intends to approve that part of the Scheme as is. If we are wrong about that – that is, the Commission does intend to reassess the land owner/occupier side of the EGCC Scheme against the criteria put forward in the

paper or other criteria – please let me know as soon as possible so that Transpower can prepare an appropriate submission.

Finally, we would appreciate the opportunity to make a cross-submission in response to any consultation response the Commission receives suggesting that Transpower be subject to a consumer complaints resolution scheme.

Nothing in this response is confidential.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Chris Browne', with a long horizontal flourish extending to the right.

Chris Browne
Corporate Counsel