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7 May 2008

Maree McGregor  
Electricity Commission  
P O Box 10041  
Wellington

Dear Maree

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### **SUBMISSION ON APPROVAL OF COMPLAINTS RESOLUTION SCHEME**

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As requested please find below WEL Networks' feedback on the suggested new scheme:

- Overall WEL support this scheme
- Please find below queries over a few minor points:

Section 1.3.2	With regard to members making information available in response to reasonable request – who will determine this, particularly if the information is commercially sensitive?
Section 2.1.1	What definition is given to the word stakeholder when it comes to lines companies – is it retailers, Transpower customers? Is there potential for overlap or confusion?
Section 8.1.3	- Is there any scope to penalise members who are consistently causing the same complaints to be reviewed by the EGCC? - What about a member 'no claims bonus' option?

Please don't hesitate to contact me if you have any queries.

Kind regards

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