

The regulatory landscape for electricity and gas complaints

Judi Jones

Electricity and Gas Complaints Commissioner



The regulatory landscape

- 1992 Deregulation of electricity industry, self regulation preferred model
- 2000 Caygill Report recommends electricity industry establish a scheme for dealing with consumer complaints
- 2003 Electricity Act and GPS require membership of an approved consumer complaint resolution scheme, Electricity Commission established - power to approve >1 schemes



- 2005 Gas Act requires membership of an approved consumer complaint resolution scheme, and Minister of Energy - power to approve >1 schemes (on recommendation of Gas Industry Co)
- 2009 Minister of Energy and Electricity Commission approve Electricity and Gas Complaints Commissioner Scheme



Our journey over the regulatory landscape

- 1992 Deregulation of electricity industry
- 2000 Caygill Report recommends scheme for dealing with consumer complaints
- 2001 Electricity industry establishes Electricity Complaints Commissioner Scheme – voluntary membership, minimum contract terms, \$10k jurisdiction



- 2003 Electricity Act and GPS require membership of an approved consumer complaint resolution scheme
- By 2003, all network companies and most retailers had joined EGCC voluntarily
- 2005 Gas Act requires membership of an approved consumer complaint resolution scheme
- 2005 Members of ECC scheme added gas jurisdiction, increased jurisdiction to \$20,000
- 2005 Gas Industry Co recommends Minister approve EGCC Scheme



- 2006 Electricity Commission consults on process for approving schemes – decides only one scheme
- 2007 GPS amendments – approved scheme must cover electricity and gas
- 2008 A retailer left the EGCC Scheme and set up a competing scheme



- 2008 Achievement standards for approving a scheme published, competitive tender process
- 2009 EGCC preferred scheme – consultation on comparison of status quo, regulation and approving EGCC Scheme
- 2009 Minister of Energy and Electricity Commission approve Electricity and Gas Complaints Commissioner Scheme



And 2010?

- Electricity Industry Bill
- Ministry of Consumer Affairs lead agency
- Requirements consistent with those for financial service providers
- No minimum terms for electricity and gas contracts – likely to be guidelines



Other industries

- Telecommunications – voluntary scheme, competitive tender for service provider, not complete industry coverage
- Real Estate – Government agency, industry funded, registration, discipline and complaint resolution

