

The practice of referring customers back to participating organisations

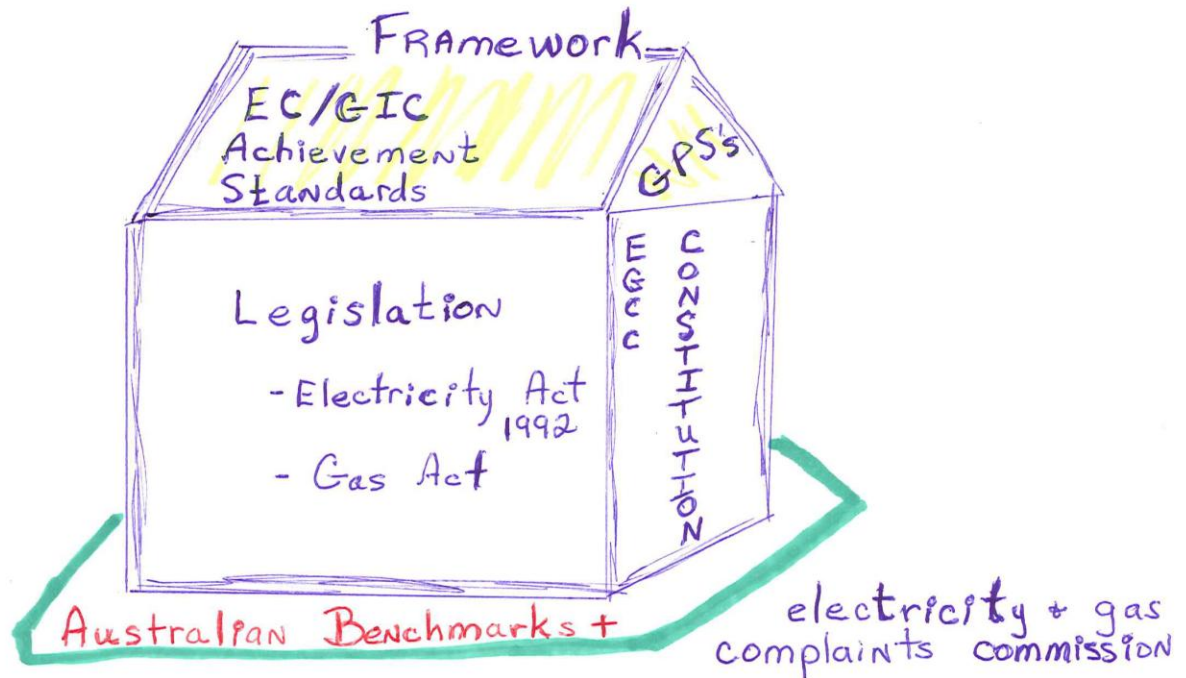
Nanette Moreau
Deputy Commissioner



Steps to approved scheme

- 1 April 2010
- single scheme
- mandatory

Must be:
Accessible
Independent
Fair
Accountable
Efficient
Effective
plus
Known in the
community



PUTTING THE CUSTOMER AND BUSINESS BACK TOGETHER

How a complaint is defined

- ISO 10002

"dissatisfaction"

Funding mechanism

Process

Jurisdiction

Constitution

Quality of in-house
dispute resolution service

Willingness of customer to deal
directly

Timeframes

Things that
could affect the
practice of
referring customers
back to participating
organisations

Some guiding principles:

- in-house + scheme
easily accessible
- timely responses
- transparent
- legal - accord with
law + constitution
- competently handled
↳ skill, training,
experience



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complaints commission

ENQUIRY
- Process information
(Accessibility 1.12+1.13)

Complaint
- refer complaint to relevant company(s). (20 working days)
- may assist in recording complaint and what would resolve the matter for the complainant, then close file
(Accessibility 1.14)

Referral Back

Reporting and Compliance
• material and persistent breaches
• systemic issues
• scheme complaints

Refer Higher Level (RHL)
- disconnection
- straightforward matter
→ office actively involved to assist resolution
(7 working days)

Points at which the EGCC Commissioner is involved in referral process

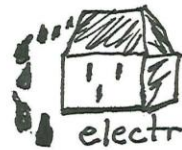
Potential Referral Back

Stages in considering a 'deadlocked complaint'
• facilitation (8 hours/20 w.d's)
• investigation
↳ summary
• decision making

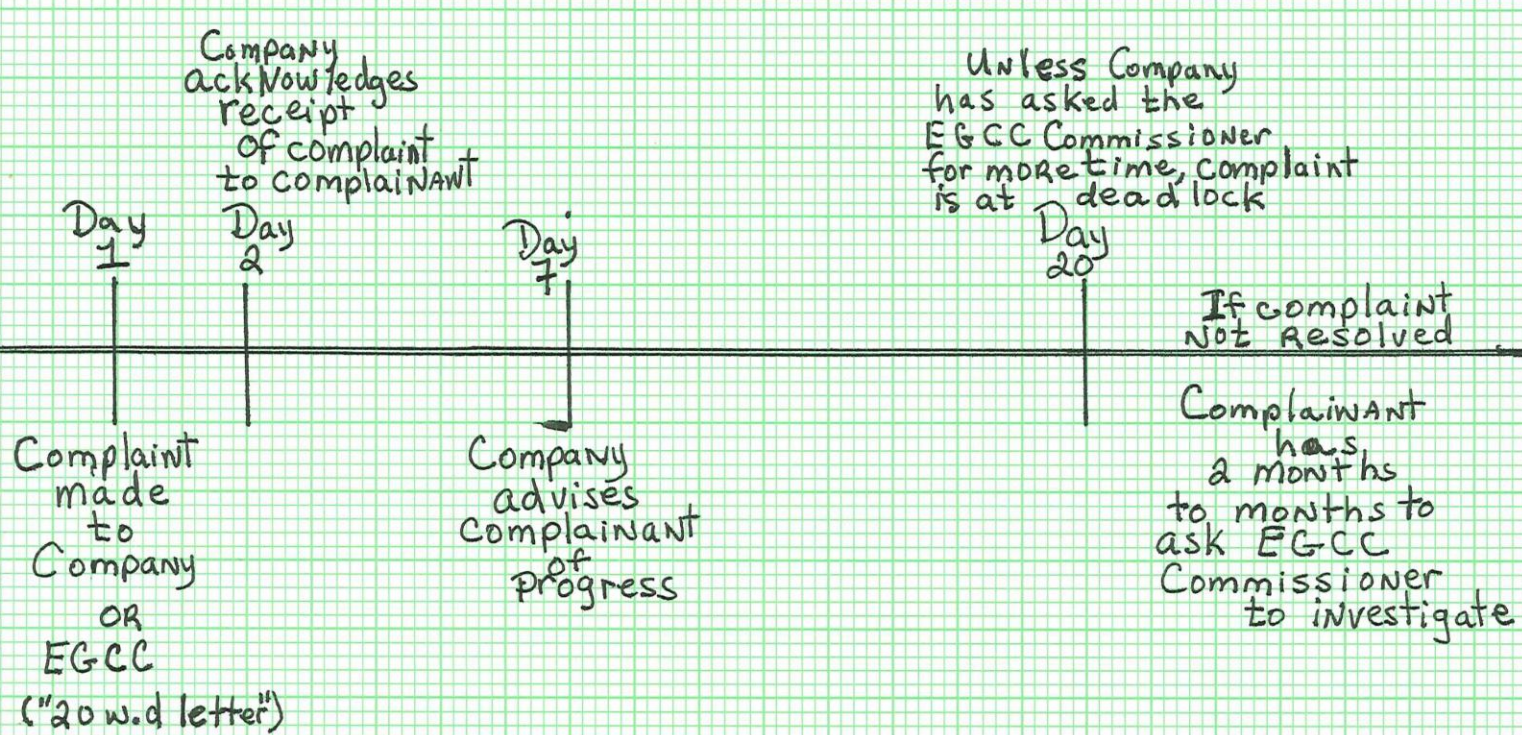
Deadlocked Complaint
- the complainant requests the Commissioner consider the complaint:

- ↳ in jurisdiction?
- ↳ meets "dead lock" criteria?
 - 20 w.d.'s have passed, or
 - company does not intend to do anything
 - suffer unreasonable harm
 - otherwise be unjust

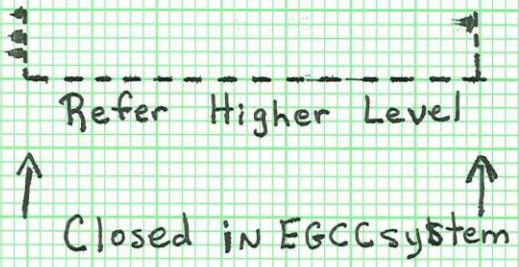
Request for additional time
- if a company requests more time, the EGCC Commissioner must approve the request



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Commission



"Deadlocked"
 Commissioner confirms jurisdiction
 3 stages
 • facilitation
 • investigation
 • ruling



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 Complaints Commission

- Sweden
- no definition of complaint
 - not compulsory to complain to supplier first
 - National Board for Consumer Complaints

- Netherlands
- no definition of complaint
 - complain to supplier first
 - Stichting Geschillen Commissie

- United Kingdom
- definition - dissatisfied
 - complain to supplier first except for disconnected or vulnerable customer. Direct to Ombudsman

- France
- definition - dissatisfied
 - supplier first
 - ombudsman

- Spain
- no definition of complaint
 - supplier first
 - NEG refers

- Italy
- definition \Rightarrow non-compliance w/ contract
 - supplier first
 - if urgent, no answer, straight to Authority

- Poland
- no definition of complaint
 - complain to supplier first
 - Energy Regulatory office

- Austria
- no definition of complaint
 - not referred to company
 - ADR Board



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