

Part B: Consumer Issues

Foreword

[DRAFT VERSION ONLY]

The electricity companies engaged in distribution or retailing in New Zealand recognise the need to improve their services to consumers. The Government has also recognised this need and has set an objective that an acceptable Dispute Resolution Scheme be set up by early 2001.

A number of retail and distribution companies have set up an Industry Steering Group to oversee the development of an Electricity Complaints Commissioner scheme. A Constitution has been developed in consultation with the industry parties, consumer bodies, Ministry of Consumer Affairs, the Minister of Energy and the Minister of Consumer Affairs.

The intention of the industry is that consumer matters relating to the Electricity Complaints Commissioner scheme and other related issues may be specified in the form of rules in this chapter.