



Commerce Commission | Te Komihana Tauhokohoko
PO Box 2351
Wellington 6140

By email

24th February 2022

Re: 111 Contact Code Review: Request for Views paper

Kia ora

Thank you for the opportunity to provide feedback on the Request for Views paper on the 111 Contact Code Review released by the Commission on the 18th May 2023.

At the time of the initial development of the code, we were strong in our support for the code and continue to be the same. Ensuring that customers are aware of the risks around power outages during emergencies continues to be critical. As is the need to protect vulnerable customers.

We do not have any specific responses to provide the Commission at this time on the questions raised in the paper. We have reviewed interactions we have had with end users over the past two years, and have received no specific feedback on this code or its operation.

As stated we remain supportive of the code.

Please don't hesitate to contact me if you require further information.

Ngā mihi nui



Craig Young
Chief Executive