

27 September 2019



Dear 

Official Information Act # 19.040 - Alpine Energy

1. We refer to your request received on 10 September 2019 for the details of any complaints made to the Commerce Commission (Commission) about Alpine Energy Limited (Alpine) in the last 24 months. In particular, about one or more of the following issues:
 - 1.1 the practice of allowing only Alpine Livening Agents to liven and inspect new connections (and excluding registered electrical inspectors not associated with Alpine from undertaking this work);
 - 1.2 charges for electricity connections; and
 - 1.3 the manipulation of material pricing by Alpine or Netcon Limited.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Our response

3. We have decided to grant your request.
4. We have searched our complaints database for the period from 10 September 2017 to 10 September 2019. The Commission has received one complaint about Alpine during this period. The details of the complaint are below:

| Date Received | Enquiry number | Subject |
|---------------|----------------|--------------------------|
| 02/06/2019 | ENQ0527095 | High energy line charges |

5. We have received no complaints about Netcon Limited during the same period.

6. Please note the Commission will be publishing this response to your request on its website. Your personal details will be redacted from the published response.
7. Please do not hesitate to contact us at uia@comcom.govt.nz if you have any questions about this request.

Yours sincerely

Mary Sheppard
OIA Coordinator

Released under Official Information Act 1982