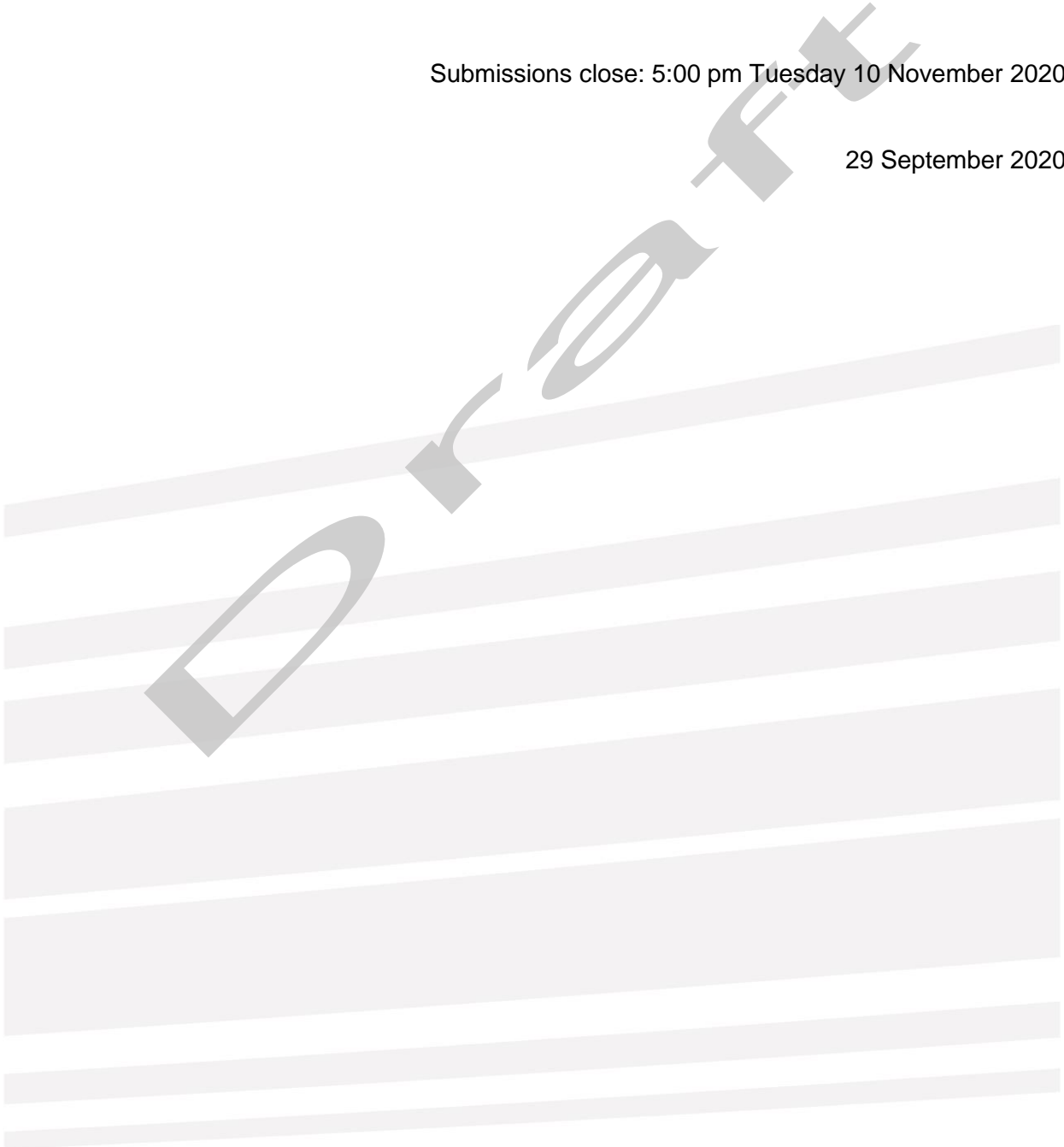


Guidelines for improving consumer awareness of Utilities Disputes and Powerswitch

Consultation paper

Submissions close: 5:00 pm Tuesday 10 November 2020

29 September 2020



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1 What you need to know to make a submission

What this consultation paper is about

- 1.1 The purpose of this paper is to consult with interested parties on the Authority's proposed guidelines to support improved consumer awareness of Utilities Disputes and Powerswitch.
- 1.2 The proposed guidelines are designed to support retailers and distributors implementing changes to meet the requirements of clauses 11.30A to 11.30E which come into force on 1 April 2021.¹

How to make a submission

- 1.3 Our preference is to receive submissions in electronic format (Microsoft Word) in the format shown in Appendix B. Submissions in electronic form should be emailed to AwarenessOfUDandPS@ea.govt.nz with "Consultation Paper— Guidelines for improving consumer awareness of Utilities Disputes and Powerswitch" in the subject line.
- 1.4 If you cannot send your submission electronically, post one hard copy to either of the addresses below, or fax it to 04 460 8879.

Postal address

Submissions
Electricity Authority
PO Box 10041
Wellington 6143

Physical address

Submissions
Electricity Authority
Level 7, Harbour Tower
2 Hunter Street
Wellington

- 1.5 Please note the Authority wants to publish all submissions it receives. If you consider that we should not publish any part of your submission, please
- (a) Indicate which part should not be published
 - (b) Explain why you consider we should not publish that part
 - (c) Provide a version of your submission that we can publish (if we agree not to publish your full submission).
- 1.6 If you indicate there is part of your submission that should not be published, we will discuss with you before deciding whether to not publish that part of your submission.
- 1.7 However, please note that all submissions we receive, including any parts that we do not publish, can be requested under the Official Information Act 1982. This means we would be required to release material that we did not publish unless good reason existed under the Official Information Act to withhold it. We would normally consult with you before releasing any material that you said should not be published.

¹ The decision paper with Code drafting is available at: <https://www.ea.govt.nz/development/work-programme/consumer-choice-competition/raising-consumer-awareness-of-utilities-disputes-and-powerswitch-services/development-2/decision/>

When to make a submission

- 1.8 Please deliver your submissions by **5pm** on Tuesday **10 November 2020**.
- 1.9 We will acknowledge receipt of all submissions electronically. Please contact the Authority info@ea.govt.nz or 04 460 8860 if you don't receive electronic acknowledgement of your submission within two business days.

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2 The Guidelines explain and provide examples to help participants comply with 11.30A to 11.30E

- 2.1 Clauses 11.30A to 11.30E come into force on 1 April 2021 and will set out the requirements for when retailers and distributors must provide information about Utilities Disputes to consumers and for when retailers must provide information about Powerswitch to consumers.
- 2.2 This paper seeks feedback on the content of the guideline.
- 2.3 Please provide supporting information as part of your feedback.

Q1. Do you agree or disagree that guidelines to support the implementation of 11.30A to 11.30E are needed?

The approach

- 2.4 The guidelines are intended to provide practical and meaningful guidance to retailers and distributors to support implementation of 11.30A to 11.30E.
- 2.5 As a result, the guideline includes information on how compliance could be achieved and visual examples of how these changes could be incorporated into communications.
- 2.6 The prescriptive example approach to these guidelines is intended to support participants, not replace the participants ability to innovate to meet the wording and intent of the Code amendment in a way not covered by the guidelines.

Q2. Do you agree or disagree these guidelines should include information on how compliance could be achieved and visual examples? If no, what information should the guidelines provide?

The use of a FAQ section

- 2.7 The proposed guideline includes a 'frequently asked questions' section. This section is intended to answer key questions the examples and guidelines would not otherwise cover.

Q3. Are there any additional questions that should be included in the FAQ section?

Appendix A Proposed guideline

- A.1 The guidelines cover the key elements of the Code amendment and how participants can meet these requirements.
- A.2 The guidelines also include visual examples of how compliance could be achieved.

Q4. Do you have any comments on the proposed guidelines and examples provided?

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Appendix B Format for submissions

Submitter	
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Question	Comment
Q1. Do you agree or disagree that guidelines to support the implementation of 11.30A to 11.30E are needed?	
Q2. Do you agree or disagree these guidelines should include information on how compliance could be achieved and visual examples? If no, what information should the guidelines provide?	
Q3. Are there any additional questions that should be included in the FAQ section?	
Q4. Do you have any comments on the proposed guidelines and examples provided?	