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Submissions
Electricity Authority
PO Box 10041
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EGCC submission – Consultation Paper – Default agreement for distribution services

Thank you for the opportunity to comment on the Electricity Authority (“the Authority”)’s default agreement for distribution services consultation paper dated 26 January 2016. This submission is made by the Electricity and Gas Complaints Commissioner.

I agree the proposal will promote competition and innovation in the electricity industry. I believe this is likely to improve consumer satisfaction by retailers competing through the provision of excellent customer service and innovation in improved products that are more suitable for consumers.

I agree the proposal will allow for the ease of entry of additional retailers into the market. I believe the resulting increased consumer choice between companies is likely to improve consumer satisfaction as consumers have more options when selecting a suitable retailer.

If the Authority has any questions the EGCC can assist with please contact Paul Moreno, Research Analyst on 04 914 4535 or p.moreno@egcomplaints.co.nz.

Yours sincerely

Nanette Moreau
Electricity and Gas Complaints Commissioner