

**From:** Rob Bernau  
**Sent:** Tuesday, 16 July 2024 9:52 am  
**To:** Jenna Bernstein  
**Cc:** Luke Archer  
**Subject:** RE: Quick Q re electricity complaints [CCNZ-  
IMANAGE.FID371436]

Thanks Jenna – that’s helpful. Frontier Australia have also worked in this area for the ACCC, so they clearly have expertise across different offices.

Ngā mihi

Rob

From: Jenna Bernstein <s9(2)(a)>  
Sent: Tuesday, July 16, 2024 9:06 AM  
To: Rob Bernau <s9(2)(a)>  
Cc: Luke Archer <s9(2)(a)>  
Subject: RE: Quick Q re electricity complaints [CCNZ-IMANAGE.FID371436]

Kia ora Rob

Sorry for the delay on this.

We have been recommended Frontier Economics (UK): <https://www.frontier-economics.com/uk/en/home/>. We understand that Frontier UK have dealt with these sorts of issues in the UK market.

Ngā mihi nui

Jenna

From: Rob Bernau <§9(2)(a) <mailto:§9(2)(a) >>  
Sent: Tuesday, July 16, 2024 8:03 AM  
To: Luke Archer <§9(2)(a) <mailto:§9(2)(a) >>  
Cc: Jenna Bernstein <§9(2)(a) <mailto:§9(2)(a) >>  
Subject: RE: Quick Q re electricity complaints

Kia ora Luke

I'm just chasing up re economic experts to support us with the RMR work (see email below). Did you have any views?

Ngā mihi

Rob

From: Luke Archer <§9(2)(a) <mailto:§9(2)(a) >>  
Sent: Monday, June 10, 2024 12:56 PM  
To: Rob Bernau <§9(2)(a) <mailto:§9(2)(a) >>  
Cc: Jenna Bernstein <§9(2)(a) <mailto:§9(2)(a) >>  
Subject: Quick Q re electricity complaints [CCNZ-IMANAGE.FID389340]

Hi Rob

Conscious we owe you a response re economic experts – we're on that. A very quick Q for your side – maybe more of a Julia/Doug question – do you have copies of all four complaints we received from the independent retailers last year? We're prepping an 'EA version' of the set of materials we released to the independents under the OIA last week and just want to confirm what you do/don't have from the independents.

Hope the weather in KL is more pleasant than drizzly Wellington in June,

Luke

Luke Archer (he/him <<https://www.publicservice.govt.nz/our-work/diversity-and-inclusion/pronoun-use-in-email-signatures>> )

Principal Investigator

Commerce Commission | Te Komihana Tauhokohoko

44 The Terrace | PO Box 2351 | Wellington 6140 | New Zealand

DDI [s9\(2\)\(a\)](#) | [s9\(2\)\(a\)](#)  
<mailto:[s9\(2\)\(a\)](#)>

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