



13 January 2011

Submissions
Electricity Authority
P O Box 10041
WELLINGTON 6143

By email: submissions@ea.govt.nz

SUBMISSION on Customer Compensation Scheme – Mandatory Default Arrangement

1. Introduction

1.1 Thank you for the opportunity to comment on the consultation paper. This submission is from Consumer NZ, New Zealand's leading consumer organisation. It has an acknowledged and respected reputation for independence and fairness as a provider of impartial, and comprehensive consumer information and advice.

Contact: Sue Chetwin
Consumer NZ
Private Bag 6996
Wellington 6141
Phone: 04 384 7963
Email: suzanne@consumer.org.nz

Question No.	General comments in regards to the question:	Response
1	Consumer NZ agrees that Option B should be preferred over Option A	
2		
3	While the Authority is leaving it up to the consumer to decide which option is best, the Authority should have a monitoring role to assess customized schemes. While consumers have the default/mandated scheme to fall back on they may not have the ability or expertise to judge one scheme against another.	
4	Consumer NZ agrees with the proposed additional exclusion from the qualifying criteria for the customer compensation scheme	
5		
6	The code amendments appear suitable.	