

**Electricity Authority: Voluntary consultation guidelines for proposed changes to distributors' tariff structures**

Submission by: Contact Energy

Contact person: Rod Crone

Question	Response
<p>1. Do you agree with the proposed consultation principles and good practices? If not, what changes do you suggest, and why?</p>	<p>Information provided</p> <p>Principle 6:</p> <p>To enable intelligent and useful responses the information provided must include a mark-up of proposed changes to the “qualification criteria” (pricing policy, eligibility criteria etc). Transparency is important not only when consultation is commenced but also when final prices are notified, An example of good industry practice is Powerco’s approach, which includes both marked up and clean versions of their pricing policy prior to seeking comments and also when final prices are notified.</p> <p>For consultation purposes it is only reasonable to expect the distributor to provide “indicative” tariff rates, not “proposed” tariff rates.</p>
<p>2. Do you agree with the proposed scope for the consultation process by distributors? If not, what changes do you suggest, and why?</p>	<p>We agree</p>
<p>3. Do you agree that the Authority has taken appropriate factors into account in developing the consultation guidelines?</p>	<p>We agree with the exception of the suggestions below in response to Q4.</p>
<p>4. Are there any other factors the Authority should also take into account? If so, please provide details.</p>	<p>It would be helpful to include (e) from the Retailers Forum guidelines. After final prices are notified it is helpful if any errors or omissions identified by one retailer are dealt with transparently by the distributor to the extent of advising all retailers on a timely basis that an issue has been identified, what the issue is, and timetable to address.</p> <p>Furthermore it is important that all pricing notifications to retailers, including updates to address any errors identified or to provide additional information, are dealt with transparently by avoiding Bcc emails.</p> <p>Only information clearly relevant to one retailer should be addressed to that retailer only, for example ICP specific information.</p>

