

## Appendix A Format for submissions: Switch process review issues paper

Submitter	Wellington Electricity
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Please answer the general questions once (Q1 and Q2).

For each individual issue you will be responding to (1 to 22), please answer questions Q3 to Q5. The template below has been started with the first two issues.

Question	Response
<i>General questions</i>	
Q1. Which, if any, of the 22 issues raised in this paper do you consider should not be investigated further? Please give reasons.	
Q2. Are there any issues not raised in this paper that you consider should be investigated? Please identify these other issues and give reasons why they should be investigated.	
<i>Issue #1</i>	
Q3. How material is this issue?	
Q4. Is this issue getting worse?	
Q5. Why do you think this issue is occurring?	
<i>Issue #2</i>	

Question	Response
<p>Q3. How material is this issue?</p> <p>Q4. Is this issue getting worse?</p> <p>Q5. Why do you think this issue is occurring?</p>	
<p>General Feedback.</p>	<p>Wellington Electricity supports the proposed changes.</p> <p>We would like to highlight an issue with the Trader switch where the new Trader completes a Pricing Plan change and the switch then gets reversed. The new Pricing Plan change is not always picked up by the original Trader after the switch has been reversed.</p> <p>Recommendation: EA flag a Pricing Plan change when a Trader switch is reversed.</p>