

# Template for submissions: Technical consultation for the revised draft consumer care policy

## Questions to guide consultation responses on the proposed guidelines

1. These questions aim to guide consultation responses on the guidelines: with overarching questions first, then questions on each Part of the guidelines, then questions on the Authority's proposals for monitoring alignment and outcomes. Questions regarding the Authority's indicative impact analysis (reported in Appendix 2) are also included.
2. For all responses, please reference your comments to the proposed guidelines' clauses and explain what changes you suggest, and why.
3. Please consider using the template provided by the Authority for responses. Where feedback relates to specific clauses, please reference the clauses.

## Template for submissions

Q1. Are there any showstoppers that will prevent the guidelines from working?

Part	Clause	Feedback
Overarching		<p>There is a risk that stakeholders do not develop a customer care policy template in a sufficiently timely manner to enable retailers to use it to prepare their respective consumer care policy by 31 December 2021. We propose to work closely with stakeholders to manage this risk by providing resources and assistance where necessary.</p> <p>We believe the risk identified by the EA is a potential showstopper.</p>

Q2. Are there any major errors or omissions in the guidelines?

Part	Clause	Feedback
Overarching		
6	47a	Inclusion of the leaking hot water cylinder as an example of increase in electricity use is not relevant to a price plan change. The only way to decrease electricity use as a result of a leaking hot water cylinder is to get the leak repaired.
7	65	Given the concerns raised by retailers re additional costs to comply with the requirements of Part7 should retailers be disconnecting premises, where there is capability to remotely disconnect, when a retailer is notified that a customer is vacating a property.

Q3. Are there any technical drafting errors?

Part	Clause	Feedback
Overarching		
2	9f	Add words 'and the' after 'these guidelines'
4	25b (i)	Advice agency on line 2 should this be 'agencies'.
4	25b (ii)	Add AMI meter definition to glossary

Part	Clause	Feedback
6	42 Day1	Remove the word 'about'
6	47b	Potential rewording of this. If a customer's electricity usage falls materially over a period of more than one month other than due to seasonal effects, the retailer enquires with the customer as to whether they are intentionally reducing their usage due to payment difficulties. If so, the retailer should advise the customer of any potential price plans that could reduce the customer's energy costs.
7	55b &d	Change 'make sure' to 'ensure'
7	56 c (iv)	Define 'half-hour meter reading' and 'non half-hour meter reading' to ensure there is no confusion with a 'meter reading'
8	89a (i)	Rewording suggested. Coordinate with retailers if retailers notify the distributors of any MDCs on the distributor's network for a planned electrical outage or disconnection.
10	130	Add the word 'and' after accurate.
Appendix A Glossary		Add AMI Meter to the glossary

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