



Office of Hon Pansy Wong

MP for Botany

Minister for Ethnic Affairs
Minister of Women's Affairs
Associate Minister for ACC

Associate Minister for Disability Issues
Associate Minister of Energy and Resources

7 DEC 2009

09 DEC 2009

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Rt Hon Jim B Bolger
Chair
Gas Industry Company
PO Box 10-646
WELLINGTON 6143

Dear Mr Bolger

APPROVAL OF A COMPLAINTS RESOLUTION SYSTEM UNDER THE GAS ACT

I have agreed to the Gas Industry Company's recommendation that the Electricity and Gas Complaints Commissioner (EGCC) Scheme is the approved complaints resolution system under section 43E of the Gas Act 1992.

This decision is based on the report I received from the Gas Industry Company which was very thorough, had a good discussion of the process undertaken to select an appropriate consumer complaints resolution system, and subsequently outlined clearly the reasons for recommending that the EGCC Scheme be the scheme that is given approval under the Gas Act.

A Gazette notice will be published this week advising the EGCC Scheme as the approved scheme under section 43E of the Gas Act with effect from 1 April 2010.

I know the Gas Industry Company staff worked together with the Electricity Commission on the process to select an appropriate consumer complaints resolution system. Please pass to the staff my thanks for their work.

I am confident that the EGCC Scheme will be able to deliver a good complaints resolution service for consumers.

Yours sincerely

Hon Pansy Wong
Associate Minister of Energy and Resources