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By email

Electricity Authority

submissions@ea.govt.nz

Consultation on proposed Code amendment for customer access to consumption data

Thank you for the opportunity to make a submission on the Electricity Authority's consultation paper on the proposed amendment to the Electricity Industry Participation Code 2010 ('the Code').

The EGCC has not seen evidence from complaints that access to consumption data is an issue of concern for most consumers.

Since 1 January 2013 our office has only received two complaints that related specifically to the quality or availability of consumption data provided by a retailer.¹ By comparison, the EGCC received 2543 total complaints about billing and 193 complaints about switching over this period.

If the Authority has any further questions the EGCC can assist with please contact Mika Reilly, Research Analyst on 04 914 4528 or m.reilly@egcomplaints.co.nz.

Yours sincerely

Nanette Moreau
Acting Commissioner

¹ One complaint was about a retailer who told its customer he would receive hourly consumption data, but he only received daily consumption data. The other complaint was a residential consumer disputing the accuracy of a graph provided by the retailer showing monthly consumption.