



**TRANSPOWER**

*Keeping the energy flowing*

*Chris Browne  
Level 7,  
Transpower House,  
96 The Terrace,  
Wellington,  
New Zealand*

Transpower House  
96 The Terrace  
PO Box 1021  
Wellington 6140  
New Zealand  
P 64 4 495 7000  
F 64 4 495 7100  
[www.transpower.co.nz](http://www.transpower.co.nz)

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Electricity Commission and Gas Industry Company  
C/- Electricity Commission  
PO Box 10041  
Wellington

**By email**

To whom it may concern

### **Submission on Approval of a Complaints Resolution Scheme**

We refer to the March 2009 EC/GIC consultation paper entitled "Proposal to Approve a Joint Electricity and Gas Complaints Resolution Scheme".

Enclosed are Transpower's answers to the specific questions in the consultation paper.

Transpower strongly supports the proposal to approve the EGCC Scheme, albeit with reservations about one of the approval conditions the EC/GIC is imposing.

Yours faithfully



Chris Browne  
Corporate Counsel

Enclosure: Answers to questions