

Information Provision

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Consumer Care Guidelines Annual Alignment Statement

The Electricity Authority expects retail participants to provide their Consumer Care Guidelines Annual Alignment Statements for 2022-23 between 31 July and 31 August 2023.

This statement is provided in accordance with Part 10, paragraphs 126-127 of the Consumer Care Guidelines (see page 32).

The information requested covers the period 1 July 2022 to 30 June 2023.

Please refer to the full Consumer Care Guidelines when considering your responses: <https://www.ea.govt.nz/documents/2093/Consumer-Care-Guidelines.pdf>

How to complete this form

We suggest that you download and print out a copy of these instructions to assist you in completing this form.

There are three sections, and multiple responses required in this form. All fields require a response, unless specified.

Please allow plenty of time to complete your response. You can save and return to your response as required, prior to the due date.

When you have finished, please submit by pressing the 'Send to the Authority' button.

This notice applies to all retail electricity suppliers

The expectation under the Consumer Care Guidelines is that all retailers (as defined in the Electricity Industry Act 2010) submit an Annual Alignment Statement.

If your organisation does not supply electricity to domestic consumers, you are not required to complete an Alignment Statement. Please let us know through the Information Provision Platform correspondence system if you do not currently supply electricity to domestic consumers.

If your organisation operates more than one retail brand, you will need to submit a statement for each brand.

All information must be provided by 31 August

This year, you have until 31 August 2023 to complete your submission.

The Electricity Authority is using our Information Provision system for this year's alignment statements.

We have allowed the submission period to be from 31 July 2023 to 31 August 2023 to give respondents more time to complete their responses.

If your organisation requires an extension, please contact us through the Information Provision Platform.

Reminders will be sent through the Information Provision Platform to your nominated staff member to complete this form by the required date.

Provide the information using the Information Provision system

Participants who are requested to comply with this request must upload the information to the Authority's Information Provision Platform at <https://info.ea.govt.nz/>.

If your organisation is responsible for more than one retail brand, you will be directed to complete multiple Alignment Statements when logging on to the Information Provision Platform.

If the correct amount of statement requests is not visible, please advise us through the Information Provision Platform.

Provide all three sections on information to complete your assessment

Please provide all information pertaining to the sections indicated below to the Authority.

- **Section A:** participant information
- **Section B:** declaration of alignment with Parts 2 to 10 of the Consumer Care Guidelines
- **Section C:** certification by the Chief Executive (or equivalent).

Please check that all the details are correct before submitting your statement.

Submitting the form to the Authority

When you finish your responses to the required questions, select the 'Send to the Authority' button.

When you submit your statement, the form submitter will receive a copy of your organisation's response. You are also able to cc in all other principal respondents or other members of your organisation. The principal respondent for each organisation can manage these preferences when they are logged into the Information Provision Platform.

Please keep a copy of your organisation's response for your records.

As stated in Section B above, you may be asked to discuss your response with the Authority's Compliance team.

How the Authority will use this information

The Authority will use the information gathered to produce a report on retailer alignment with the Consumer Care Guidelines for the period June 2022 to July 2023. Our intention is to publish this report later in the year.

Complete Section A - Your participant information

All retailers that supply electricity to domestic consumers are requested to submit an Annual Alignment Statement for each retail brand that they operate.

Questions 1 and 2:

As the disclosing participant, you are asked to identify the trading name (eg, retail brand) and the participant identifier (four letter code) that this statement applies to in questions 1 and 2.

Please check that the prepopulated answers in questions 1 and 2 contain the correct information. If incorrect, these answers can be adjusted by using the drop-down menus and selecting the appropriate information.

If your organisation operates more than one retail brand, you will need to submit a separate statement for each brand. In questions 1 and 2, please identify which brand the statement applies to by selecting the correct trading name and participant identifier code associated with the retail brand that this statement applies to.

Your organisation may not have a participant identifier (four letter code) if it does not purchase electricity direct from the wholesale market. If so, for question 2, please identify the trading name of the participant through which your organisation purchases electricity on the wholesale market.

To help us understand the market share of participants without participant identifiers, please enter the approximate number of domestic customers, measured by installation control points (ICPs) serviced by the retail brand as at 30 June 2023. This question only applies to disclosing participants that do not have a participant identifier.

Question 3:

Please check that the prepopulated address details in question 3 are correct for the retail brand in question. If they are incorrect, it is your responsibility to update these details in the Participant Register <https://register.ea.govt.nz/>

Question 4:

This Annual Alignment Statement applies for the period 1 July 2022 to 30 June 2023. The form is prepopulated to show these dates. If the retail brand in question has only operated for part of this period, please indicate the exact dates of its operation in your response to this question.

Complete Section B - the declaration of alignment with Parts 2 to 10 of the Consumer Care Guidelines

This section asks you to declare the alignment of the retail brand in question with the recommendations of the Consumer Care Guidelines.

You are asked to make a separate declaration of alignment for each Part of the Guidelines (2 through 10).

The term 'paragraph' referenced below, means the specific numbered recommendations listed in each Part of the Guidelines (eg, Part 3, paragraphs 14 – 17).

Please refer to the content of the Consumer Care Guidelines while making your submissions. The full Guidelines are available here: <https://www.ea.govt.nz/documents/2093/Consumer-Care-Guidelines.pdf>

When making your declarations, you will be asked to choose from three options: Yes, No, and Alternative action. An explanation of what these each response means is specified below.

If Declaring 'Yes':

By selecting the option 'Yes', you declare that the retail brand in question has aligned with this Part of the Guidelines by following the specific actions described in each paragraph.

Please note that we may choose to contact those who declare full alignment with some or all Parts of the Guidelines to ask for evidence of their alignment.

If Declaring 'No':

If the retail brand in question is not meeting the specific written recommendations for a Part of the Guidelines, you can declare 'No'. You will then be prompted to submit further information on why you do not feel the retail brand is aligned with this Part.

Please outline areas of non-alignment by paragraph of the Consumer Care Guidelines, and in the following box, explain the reasons, for this non-alignment. In the next boxes, you can then choose to explain if you intend to resolve any of the paragraphs listed as non-aligned, and by what date you expect to resolve this non-alignment.

Please note that we may choose to contact those who declare non-alignment with some or all Parts of the Guidelines to discuss their non-alignment.

If Declaring 'Alternative action':

The Consumer Care Guidelines allows for retail brands to align with the Guidelines by taking alternative actions which achieve the [purposes and outcomes set out in Part 1](#).

If your organisation has achieved alignment with a Part of the Guidelines without following the specific written recommendations in the Guidelines, you should select the 'Alternative action' option.

If you choose this option, you are requested to explain the actions your organisation is taking to achieve the intended outcomes of the Guidelines.

For further information, see paragraph xi on page 4 of the Guidelines, available here: <https://www.ea.govt.nz/documents/2093/Consumer-Care-Guidelines.pdf>

Please note that we may choose to contact those who declare alignment with the intended outcomes of some or all Parts of the Guidelines to discuss their actions.

Additional content requested:

In addition to providing a declaration of alignment under Part 2 of this form, you are requested to provide the Authority with all customer care policies used by this retail brand in the last 12-month period (1 July 2022 to 30 June 2023). This ensures retailer alignment with paragraph 121 of the Guidelines (see page 31).

An upload facility is provided in this section to complete this process. You can submit multiple policies by selecting the 'add another' box.

Please label uploaded the file with the dates to which it applies (eg, 'customer_care_policy_01.07.22-30.06.23.pdf').

When the form is submitted, the copy you receive will only show the file name uploaded, so clear file labelling will help you ensure the right information has been submitted to us.

In instances where more than one policy was in effect during this alignment statement period, clear file labelling will help us identify which is the most recent policy.

Complete Section C: Certification by the Chief Executive (or equivalent)

The Consumer Care Guidelines requires this Annual Alignment Statement be certified by your organisation's Chief Executive Officer (or a suitable equivalent).

To complete this declaration, respond to the Yes/No question to certify that the information provided is accurate and complete.

Upload a JPEG file of the Chief Executive Officer (or equivalent's) signature.

When submitting the signature file, please ensure the file is cropped to show only the signature text. Clearly label this file to indicate its contents (eg, 'CEO signature, xx August 2023.jpeg').

When the form is submitted, the copy you receive will only show the file name uploaded, so clear file labelling will help you ensure the right information has been submitted to us.

Finally, please state the full name and job description of the signatory.

[Download request letter](#)

Alignment Statement Section A: participant information

Question 1: Trading name of disclosing participant? (select appropriate trading name from the drop down list below)

Question 2: Participant identifier/s of the disclosing participant

If the disclosing participant does not have a participant identifier, indicate the trading name of the participant/s through which your organisation purchases electricity on the wholesale market (select trading name/s from drop down list below)

If the disclosing participant does not have a participant identifier, please indicate the approximate number of domestic customers (ICPs) serviced by your organisation as at 30 June 2023

Question 3: Are the contact details of the disclosing participant below correct?

If not, please update your details in the Participant Register: <https://register.ea.govt.nz/>

Question 4: This declaration relates to alignment during the period:

From

To

Part 2: Retailers to publish a consumer care policy

a) Aligned

Yes

Customer care policy/s Upload all customer care policies used by this retail brand in the last 12-month period (1 July 2022 to 30 June 2023). Please clearly label the uploaded the file/s with the dates to which it applies (eg, 'customer_care_policy_01.07.22-30.06.23.pdf').

Drag and drop a file, or [select a file](#) max size 100MB

[+ Add another](#)

Part 3: Information and records relating to consumer care

a) Aligned

No

b) Outline non-alignment by paragraph of the Consumer Care Guidelines

c) Reasons for non-alignment by paragraph listed in b) above

d) Which, if any, of the paragraphs listed in b) above, do you intend to resolve non-alignment with?

e) Of the paragraphs you intend to resolve, by what date do you expect to resolve non-alignment?

Part 4: When a customer signs up or is denied a contract

a) Aligned

Alternative action

f) If you consider your organisation is aligned with this Part but you are not following the specific recommended actions in the Guidelines, please state what actions you are taking for this Part to achieve the intended outcomes of the Guidelines (as set out in in Part 1). See paragraph ix on page 4 of the Guidelines for further details.

Part 5: Business-as-usual account management

a) Aligned

▼

Part 6: When payment difficulties are anticipated or arise

a) Aligned

▼

Part 7: Progressing to disconnection for non-payment of debt and electrical reconnection

a) Aligned

No ▼

b) Outline non-alignment by paragraph of the Consumer Care Guidelines

c) Reasons for non-alignment by paragraph listed in b) above

d) Which, if any, of the paragraphs listed in b) above, do you intend to resolve non-alignment with?

e) Of the paragraphs you intend to resolve, by what date do you expect to resolve non-alignment?

Part 8: Additional recommendations for medically dependent consumers

a) Aligned

Alternative action ▼

f) If you consider your organisation is aligned with this Part but you are not following the specific recommended actions in the Guidelines, please state what actions you are taking for this Part to achieve the intended outcomes of the Guidelines (as set out in in Part 1). See paragraph ix on page 4 of the Guidelines for further details.

Part 9: Fees and bonds

a) Aligned

▼

Part 10: Information disclosure and monitoring

a) Aligned

Alignment Statement Section C: certification by the Chief Executive (or suitable equivalent)

By responding 'Yes', your organisation's Chief Executive Officer (or suitable equivalent) certifies that the information given in this alignment statement is accurate and complete.

The Chief Executive Officer (or suitable equivalent) of the disclosing participant certifies that the information given in this alignment statement is accurate and complete. Please upload signed confirmation below. Use a JPEG file, cropped to show only the signature text. Clearly label this file to indicate its contents (eg, 'CEO signature, xx August 2023.jpeg').

Drag and drop a JPG file, or [select a JPG file](#)

Printed name of signatory:

Job title of signatory:

Cancel



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