

3 November

Jesse Archer
General Manager
Full Flavour Ltd

Dear Jesse

Official Information Act # OIA 15.50

1. We refer to your request of 4 October 2015. You have asked that we advise you how many complaints we have received about TrustPower for the years 2010 to 2014. You have also asked for the subject of or summary for each complaint.
2. We have treated this as a request for information under the Official Information Act 1982 (OIA).

Complaints received against TrustPower and subject of complaint

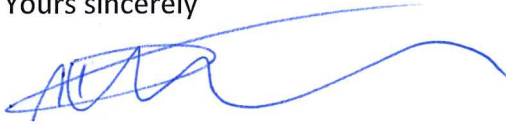
3. We searched our enquiry data base for all complaints which have been received for TrustPower between 01/01/2010 and 31/12/2014.
4. Our search brought up a total of 52 results. One result related to a different entity and was subsequently excluded.
5. You have requested the subject, or summary of each complaint. To provide this, the complaints were summarised to capture the main issues raised by complainants. We believe that providing the information in this format is the most informative way to outline the issues raised by complainants. The date, enquiry number and complaint summary can be found in the **attached** spreadsheet.
6. Please note that these are complaints and they are not determinative of whether the alleged conduct is in breach of the legislation the Commerce Commission (the Commission) enforces.
7. The following table shows the number of complaints made about TrustPower for each calendar year.

TrustPower complaints for each calendar year	
2014	15
2013	7
2012	7
2011	12
2010	10

Further actions

8. If you are not satisfied with the Commission's response to your OIA request, section 28(3) of the OIA provides you with the right to ask an Ombudsman to investigate and review this response.
9. If you have any questions in regards to this request, please do not hesitate to contact us at uia@comcom.govt.nz

Yours sincerely



Alex Donnison
OIA Co-Ordinator
Knowledge and Information