



**National Council of  
Women of New Zealand**

Te Kaunihera  
Wahine O Aotearoa

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**Submission to the Electricity Commission on the Consultation Paper - Approval method for  
consumer complaints resolution schemes**

The National Council of Women of New Zealand (NCWNZ) is an umbrella organisation representing 42 Nationally Organised Societies. It has 31 branches throughout the country and meetings are attended by representatives of those societies and some other 150 organisations and individual members.

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The function of NCWNZ is to work for the well-being of women, the family and the community at local, national and international levels through research, study, discussion and action.

The Council, as the spokesperson for these Women's groups, has had a long term interest in and focus on consumer issues and in representing the consumer viewpoint and concerns through consultation with our membership.

This submission has been prepared by the Nucleus group of the Consumer Affairs Standing Committee and presents feedback and comment from the members and other interested parties.

NCWNZ is supportive of the proposed approach for evaluation and approval of electricity consumer complaints resolution scheme or schemes and thanks the Electricity Commission for the opportunity to make this submission on behalf of the members.

NCWNZ will follow with interest the outcome of this consultation paper and would like to be informed of the subsequent results of the submission process and approval of a consumer complaints system.

Christine Low  
**President**

Jan Brown  
**Convener-Consumer Affairs Standing Committee**

**Note:** Persons interested in this submission should contact National Office of the NCW for additional papers

