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### **Review of the Benchmarks for Industry-based Consumer Dispute Resolution Schemes**

The Electricity and Gas Complaints Commissioner Scheme (EGCC) welcomes the opportunity to comment on the review of the *Benchmarks for Industry-based Consumer Dispute Resolution Schemes (Benchmarks Document)* by the Commonwealth Consumer Affairs Advisory Council (CCAAC).

The Benchmarks are highly relevant to the operation of the EGCC and have been valuable since the inception of the Scheme. For example:

- The benchmarks underpin the Founding Principles of the EGCC Scheme (see [www.egcomplaints.co.nz/publications/scheme-document.aspx](http://www.egcomplaints.co.nz/publications/scheme-document.aspx))
- The NZ Government adopted the benchmarks as criteria for approving the EGCC as the approved scheme under the Electricity Industry Act 2010 and Gas Act 1992
- The benchmarks provide a set of independent best practice standards against which the EGCC can measure organisational performance, including as a basis for independent reviews of the EGCC Scheme

As Commissioner, I support the comments made in the submission by the Australian and New Zealand Ombudsman Association (ANZOA) and agree with the proposed changes to update and improve the *Benchmarks Document* as outlined in ANZOA's submission.

Yours sincerely,

Judi Jones  
Commissioner