

Document List for 2011 Transitional Assessment Report

The transitional assessment of the alignment of industry retail gas supply arrangements with Gas Industry Co's benchmarks, is based on the following documents as at 1 July 2011. [Each retailer, except those listed as "no response" in the contact column below, confirmed its list of documents to Gas Industry Co.]

Retailer	Contact	Standard Contract	Application Form	Price Plan	Privacy Policy (excluding website)	Other
1. Bay of Plenty Energy http://www.bope.co.nz	Colin Leslie	Terms of Supply http://www.bope.co.nz/apply/standard_terms.php	PDF: http://www.bope.co.nz/documents/apply_form.pdf Online: http://www.bope.co.nz/apply/form.php	Not available on website.	No separate privacy policy.	Complaints Process http://www.bope.co.nz/complaints/index.php
2. Contact Energy https://www.contactenergy.co.nz	Greg McIntosh	Residential Terms and Conditions effective 1 August 2008 http://www.contactenergy.co.nz/web/pdf/legal/residential_terms_and_conditions.pdf	Automated form https://www.contactenergy.co.nz/web/houseMovers?vert=fh	Residential automated price plans http://www.contactenergy.co.nz/web/supplyMap?display=pricing&vert=fh Service fees http://www.contactenergy.co.nz/web/findoutabout/servicefees?vert=fh	No separate privacy policy.	SmoothPay Terms and Conditions http://www.contactenergy.co.nz/web/pdf/legal/smoothpay_terms_and_conditions.pdf Dual Energy terms and conditions http://www.contactenergy.co.nz/web/pdf/legal/StandardDualEnergyTermsandConditionsJan2010.pdf Residential switching http://www.contactenergy.co.nz/web/pdf/legal/switching_terms_and_conditions.pdf Complaints Process http://www.contactenergy.co.nz/web/view?page=/contentiw/pages/shared/complaintsprocedure&vert=fh
		Standard Business Energy Supply Agreement http://www.contactenergy.co.nz/web/pdf/legal/CT_Standard_Business_Energy_Supply_Agreement_1207.pdf	SME automated form https://www.contactenergy.co.nz/web/joinContact?signUpType=bus&vert=sb	Businesses need to call Contact for their plan https://www.contactenergy.co.nz/web/business/pricing?vert=sb Service fees as above?	No separate privacy policy.	Dual Energy terms and conditions: as above. SME complaints process http://www.contactenergy.co.nz/web/shared/complaintsprocedure?vert=sb

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3. Energy Direct http://www.energydirectnz.co.nz/	Tara Gannon	Residential Customer Supply Agreement http://www.energydirectnz.co.nz/PDF/customer-supply-form.pdf	Residential application form http://www.energydirectnz.co.nz/PDF/res-application.pdf	Residential pricing, by region http://www.energydirectnz.co.nz/home-service-fees.html Service fees http://www.energydirectnz.co.nz/PDF/OC T2010-prices/EDNZ_Combined_Service_Fee_Schedule_Oct_2010.pdf	No separate privacy policy.	Making a complaint http://www.energydirectnz.co.nz/making-a-complaint.html Handling Customer Complaints Code of Practice http://www.energydirectnz.co.nz/PDF/handling_customers.pdf Paying your Energy Account Code of Practice http://www.energydirectnz.co.nz/PDF/paying_your_bills.pdf
		Standard Business Customer Supply Agreement http://www.energydirectnz.co.nz/PDF/business-supply-form.pdf	Business application http://www.energydirectnz.co.nz/PDF/bus-application.pdf	Business pricing on request http://www.energydirectnz.co.nz/bus-service-fees.html Service fee: as above.	No separate privacy policy.	
4. Energy Online http://www.energyonline.co.nz/	Andrew Maseyk TBC	Standard Terms and Conditions of Supply of Electricity (also apply to gas and all customers) http://www.energyonline.co.nz/terms_and_conditions	Online application http://www.energyonline.co.nz/home/join_us/online_signup_form	Schedule of fees residential http://www.energyonline.co.nz/residential/schedule_of_fees Schedule of fees business http://www.energyonline.co.nz/business/schedule_of_fees Schedule of fees farming http://www.energyonline.co.nz/farming/schedule_of_fees	http://www.energyonline.co.nz/home/site_map/privacy_policy/art_id/28	

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5. Genesis Energy http://www.genesisenergy.co.nz	Peter McComish	Genesis Energy Terms and Conditions Expiry 1 June 2011 http://www.genesisenergy.co.nz/genesis/index.cfm?9E3F0130-5056-AC66-4CC5-8AFDFAB4B02F From 1May 2011 http://www.genesisenergy.co.nz/genesis/second-level-nav\$/terms-&-conditions/en/genesis-energy-terms-and-conditions.cfm	Online residential https://www.genesisenergy.co.nz//genesis/for-home/join-us/join-us_home.cfm?&CFID=3464161&CFTOKEN=74002898	Residential pricing plans by region http://www.genesisenergy.co.nz/genesis/customer-zone/pricing-plans/see-our-electricity-and-gas-pricing-plans.cfm	http://www.genesisenergy.co.nz/genesis/index.cfm?C2B40BF5-CB34-B897-04B6-A58D445ECE42	
		As above.	Online business https://www.genesisenergy.co.nz/genesis/for-business/join-us/join-us_home.cfm	Business pricing on request http://www.genesisenergy.co.nz/genesis/for-business/pricing-plans/pricing-plans_home.cfm	As above.	
6. Mercury Energy (Mighty River Power) http://www.mercury.co.nz	Rachel Hathaway	Standard Terms and Conditions http://www.mercury.co.nz/Residential/tsandcs_myaccount.aspx	Online application https://www.mercury.co.nz/forms/services.aspx?action=join Residential Application Form http://www.mercury.co.nz/Downloads/ResidentialApplicationForm.pdf	Residential regional price plans http://www.mercury.co.nz/Residential/pricingplans_gas.aspx	No separate privacy policy.	Dispute resolution help http://www.mercury.co.nz/help/dispute.aspx http://www.mercury.co.nz/Residential/gas.aspx
7. Nova Energy http://www.novaenergy.co.nz	Colin Leslie	Standard Terms Residential Gas and Electricity Supply http://www.novaenergy.co.nz/?q=node/53	Online residential and commercial http://www.novaenergy.co.nz/join-nova-energy Residential Application Form http://www.novaenergy.co.nz/forms/nova_energy_apply_residential.pdf	Regional price plans http://www.novaenergy.co.nz/gas-electricity-prices	No separate privacy policy.	http://www.novaenergy.co.nz/dual-energy-advantage
		Standard Terms For Commercial Gas & Electricity Supply http://www.novaenergy.co.nz/node/52	Online residential and commercial http://www.novaenergy.co.nz/join-nova-energy Commercial Application Form http://www.novaenergy.co.nz/sites/default/files/uploads/images/commercial_gas_elec_a.pdf		No separate privacy policy.	