

[REDACTED]

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**From:** no-reply@mbie.govt.nz  
**Sent:** Wednesday, 23 October 2019 11:13 a.m.  
**To:** [REDACTED]; Hydrogen  
**Subject:** Hydrogen green paper - submission

Submission on Hydrogen green paper received:

**Introduction**

**Name**

[REDACTED]

**Email**

[REDACTED]

**Business name or organisation (if applicable):**

Utilities Disputes

**Position title (if applicable):**

[REDACTED]

**Is this an individual submission or on behalf of a group or organisation?**

Behalf of group or organisation

**Please give the name of the group or organisation this submission is on behalf of.**

Utilities Dispute Board

**What is the role of Government in developing hydrogen for storage and distribution?**

**What are the challenges for using hydrogen for storage and distribution?**

**What are the opportunities for using hydrogen for storage and distribution?**

**What is the role of Government in developing the complementary role of electricity and hydrogen?**

Utilities Disputes' Board submits the Government's role includes ensuring the existence of an alternative dispute resolution (ADR) scheme for complaints about electricity and gas, which operates in line with the Benchmarks for Industry Based Customer Dispute Resolution. The Benchmarks are a set of best practice principles that are used across ADR schemes. The Electricity Industry Act 2010 requires Utilities Disputes' Energy Complaints Scheme to meet the Benchmarks. The Energy Complaints Scheme includes all electricity and gas providers.

Utilities Disputes (then the Electricity Complaints Commission) was established as a not-for-profit, free, independent, voluntary complaints resolution scheme by the electricity industry in response to the 2000 Caygill Inquiry, which recommended the establishment of an Electricity Ombudsman. In 2009 the Government designated Utilities Disputes' Energy Complaints Scheme as the approved scheme, including mandatory membership, for all electricity and gas providers. Changes to the scheme rules must be approved by the Minister of Consumer Affairs.

Currently the Electricity Industry Act 2010 and Gas Act 1992 do not explicitly include hydrogen services in the scope of the approved scheme. The current scheme rules are silent on whether hydrogen is within the scope of the scheme.

We submit that the Government should ensure the existing Energy Complaints Scheme be able to consider complaints involving hydrogen when used in conjunction with, or as a substitute for, electricity, natural gas or liquified petroleum gas (LPG).

**What are the challenges for achieving this complementary role of electricity and hydrogen?**

Utilities Disputes' Board submits consumers of electricity, gas and LPG have access to an effective, efficient and free Alternative Dispute Resolution (ADR) service through Utilities Disputes' Energy Complaints Scheme. It is unclear whether consumers of hydrogen services currently have a pathway that is independent of the provider if they wish to make a complaint because it is not clear hydrogen providers need to join the Energy Complaints Scheme. There are several key implications of hydrogen providers not participating in the Energy Complaints Scheme:

- it unnecessarily disadvantages consumers of hydrogen because they do not have access to an ADR scheme.
- it disadvantages the hydrogen industry as a whole. Consumers who are able to promptly resolve their disputes through an ADR scheme are more satisfied and retain confidence in the market. This confidence is not available to the hydrogen industry if providers are not required to join an ADR scheme and may inhibit the uptake of hydrogen.
- the necessity of ADR is compounded in dynamic or emerging markets and technologies where industry best practice is still developing consumer expectations are uncertain and participants may cut corners. These are all issues ADR can help alleviate, as recommended in the wake of the deregulation of the electricity industry in the 2000 Caygill Inquiry.

We submit the Government should address these challenges by ensuring the existing Energy Complaints Scheme be able to consider complaints involving hydrogen when used in conjunction with, or as a substitute for, electricity, gas and liquified petroleum gas (LPG).

### **What are the opportunities for this complementary role of electricity and hydrogen?**

Utilities Disputes' Board submits with the development of any industry, there is an opportunity to integrate and promote an Alternative Dispute Resolution (ADR) model for dealing with disputes. Utilities Disputes is the Government approved ADR provider for the electricity and gas industries. It operates in line with the Benchmarks for Industry Based Customer Dispute Resolution: accessibility, independence, fairness, accountability, efficiency and effectiveness.

As similar services, such as telecommunications, electricity, gas, and internet, increasingly bundle together, a siloed model of ADR becomes increasingly inappropriate. Instead, the trend for ADR is a similar bundling of similar services. As the consumer hydrogen industry develops, the Government has an opportunity to further consolidate ADR.

The Government is committed to developing best practice dispute resolution and has established the Government Centre for Dispute Resolution as a lead advisor and advocate for dispute resolution.

We submit the government should take advantage of this opportunity by ensuring Utilities Disputes' existing Energy Complaints Scheme be able to consider complaints involving hydrogen when used in conjunction with, or as a substitute for, electricity, gas and liquified petroleum gas (LPG).

### **What is the role of Government in supporting hydrogen use for the transport sector?**

#### **What are the challenges when using hydrogen for mobility and transport?**

#### **What are the opportunities for using hydrogen for mobility and transport?**

#### **What is the role of Government in encouraging the use of hydrogen for industrial processes including process heat supply?**

#### **What are the challenges for using hydrogen in industrial processes?**

#### **What are the opportunities for the use of hydrogen in industrial processes?**

#### **What is the role of Government in encouraging hydrogen uptake for decarbonisation of our natural gas uses?**

Utilities Disputes' Board submits the Government's role includes ensuring the existence of an alternative dispute resolution (ADR) scheme for complaints about electricity and gas, which operates in line with the Benchmarks for Industry Based Customer Dispute Resolution. The Benchmarks are a set of best practice principles that are used across ADR schemes. The Electricity Industry Act 2010 requires Utilities Disputes' Energy Complaints Scheme to meet the Benchmarks. The Energy Complaints Scheme includes all electricity and gas providers.

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We submit that the Government should ensure the existing Energy Complaints Scheme be able to consider complaints involving hydrogen when used in conjunction with, or as a substitute for, electricity, natural gas or liquified petroleum gas (LPG).

### **What are the challenges for hydrogen to decarbonise the applications using natural gas?**

Utilities Disputes' Board submits consumers of electricity, gas and LPG have access to an effective, efficient and free Alternative Dispute Resolution (ADR) service through Utilities Disputes' Energy Complaints Scheme. It is unclear whether consumers of hydrogen services currently have a pathway that is independent of the provider if they wish to make a complaint because it is not clear hydrogen providers need to join the Energy Complaints Scheme. There are several key implications of hydrogen providers not participating in the Energy Complaints Scheme:

- it unnecessarily disadvantages consumers of hydrogen because they do not have access to an ADR scheme.
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- the necessity of ADR is compounded in dynamic or emerging markets and technologies where industry best practice is still developing consumer expectations are uncertain and participants may cut corners. These are all issues ADR can help alleviate, as recommended in the wake of the deregulation of the electricity industry in the 2000 Caygill Inquiry.

We submit the Government should address these challenges by ensuring the existing Energy Complaints Scheme be able to consider complaints involving hydrogen when used in conjunction with, or as a substitute for, electricity, gas and liquified petroleum gas (LPG).

### **What are the opportunities for hydrogen to decarbonise our gas demand?**

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### **What is the role of Government in producing hydrogen in sufficient volume for export?**

#### **What are the challenges for hydrogen if produced for export?**

**In addition, we welcome your feedback about the opportunities of hydrogen to Māori and how this will support their aspirations for social and economic development.**

#### **What are the opportunities for hydrogen if produced for export?**

**If you wish to, you can attach a document to this submission.**

#### **Use and release of information**

**We intend to upload submissions to our website at [www.mbie.govt.nz](http://www.mbie.govt.nz). Can we include your submission on the website?**

Yes

**Can we include your name?**

No

**Can we include your email address?**

No

**Can we include your business name or organisation?**

Yes

**Can we include your position title?**

No

**Can we include the group or organisation your submission represents (if submitting on behalf of a group or organisation)?**

Yes

**If there are any other parts to your submission that you do not want public on the website please note them below:**

**OIA warning**

**If there is information in your submission that you wish to remain confidential, please note them below:**