Submission template

**Moving towards a financially sustainable mail service**

**Instructions**

This is the submission template for the discussion document *Moving towards a financially sustainable mail service*.

The Ministry of Business, Innovation and Employment (**MBIE**) seeks written submissions on the issues raised in the discussion document by **5pm on Tuesday 10 December 2024**. Please make your submission as follows:

1. Fill out your name and organisation (if applicable) in the table, “Your name and organisation”.
2. Fill out your responses to the questions in the template. Your submission may respond to any or all of the questions from the discussion document. Where possible, please include evidence to support your views, for example references to independent research, facts and figures, or relevant examples.
3. When sending your submission:
   1. Delete the first two pages of instructions.
   2. Include your email address and telephone number in the email or cover letter accompanying your submission – we may contact submitters directly if we require clarification of any matters in submissions.
   3. If your submission contains any confidential information:
      * Please state this in the cover letter or email accompanying your submission and set out clearly which parts you consider should be withheld, together with the reasons for withholding the information. MBIE will take such objections into account and will consult with submitters when proactively releasing submissions or responding to requests under the Official Information Act 1982.
      * Indicate this on the front of your submission (e.g. the first page header may state “In Confidence”). Any confidential information should be clearly marked within the text of your submission (preferably as Microsoft Word comments).
      * Please provide a separate version of your submission excluding the relevant information for publication on our website (unless you wish your submission to remain unpublished). If you do not wish your submission to be published, please clearly indicate this in the cover letter or email accompanying your submission.
      * Note that submissions are subject to the Official Information Act 1982.
4. Send your submission:
   * + as a Microsoft Word document to [***communicationspolicy@mbie.govt.nz***](mailto:communicationspolicy@mbie.govt.nz) (preferred), or
     + by mailing your submission to:

Communications Policy

Building, Resources and Markets

Ministry of Business, Innovation & Employment

PO Box 1473

Wellington 6140

New Zealand

Please direct any questions that you have in relation to the submission process to [***communicationspolicy@mbie.govt.nz***](mailto:communicationspolicy@mbie.govt.nz)***.***

**Submission on discussion document: *Moving towards a financially sustainable mail service***

**Your name and organisation**

|  |  |
| --- | --- |
| **Name** |  |
| **Organisation** |  |

**General questions**

**Questions for organisations and businesses**

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|  | What sector of the economy does your business or organisation operate in? |
|  |  |
| 2 | Roughly how many letters does your business or organisation send in a month? And how many do you receive? |
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| 3 | Are you planning to undertake any programmes to reduce your business’ or organisation’s reliance on mail e.g. transitioning towards digital alternatives. Why/Why not? |
|  |  |
| 4 | Is there some amount of mail you still need or expect to send even if your business uses alternative communication channels? |
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**Questions for individuals**

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| --- | --- |
| 5 | Roughly how many letters do you send in a week? |
|  |  |
| 6 | What is your main reason for using the mail service, versus other means of communication e.g. face-to-face, email, online etc.? |
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| 7 | What types of communications do you regularly receive by mail?  For example, bank statements, utility (telephone, electricity) bills, rates bills and hospital notifications. |
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**Questions about the proposals in the discussion document**

**Changes to minimum delivery frequency**

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| --- | --- |
| 8 | How would the proposed delivery frequency changes impact how you send and receive mail, if NZ Post were to operate at the proposed minimum levels? |
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| 9 | Do you believe your area is correctly classified as either urban or rural (i.e. you have a Rural Delivery number in your address). If not, why not? |
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**Changes to where NZ Post would be required to deliver mail**

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| --- | --- |
| 10 | If you were moving to a location that was not currently within NZ Post’s mail network footprint (e.g. not receiving mail delivery), how would you feel about receiving mail at a community collection point, or other means than through a letterbox at your property? |
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**Changes to requirements regarding NZ Post’s retail presence**

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| --- | --- |
| 11 | Do you typically require assistance when sending mail items (not parcels) at a postal outlet and what type of assistance do you require and/or receive? |
|  |  |
| 12 | Do you believe the existing requirement of at least 240 manned points of presence should be maintained in the revised Deed? |
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**Future Review date for a revised Deed of Understanding**

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| --- | --- |
| 13 | Do you have any feedback on the proposal for the next Review of the Deed to take place by three years from the date of any revised Deed following the 2024 Review? |
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| 14 | Do you have any thoughts about the trigger point for an earlier review in the case of steeper mail decline? |
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**Access to the postal network**

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| --- | --- |
| 15 | What is your view on the need to retain the current obligation in the Deed for NZ Post to provide other postal operators with access to its delivery network? |
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**Closing comments**

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| --- | --- |
| 16 | Do you have any other feedback about the proposals in this discussion document that you would like to provide to MBIE? |
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