

Energy Safety

Annual Report 2010 – 2011
and Business Outlook 2011 – 2014

Ministry of Economic
Development

Manatū Ōhanga

Energy Safety

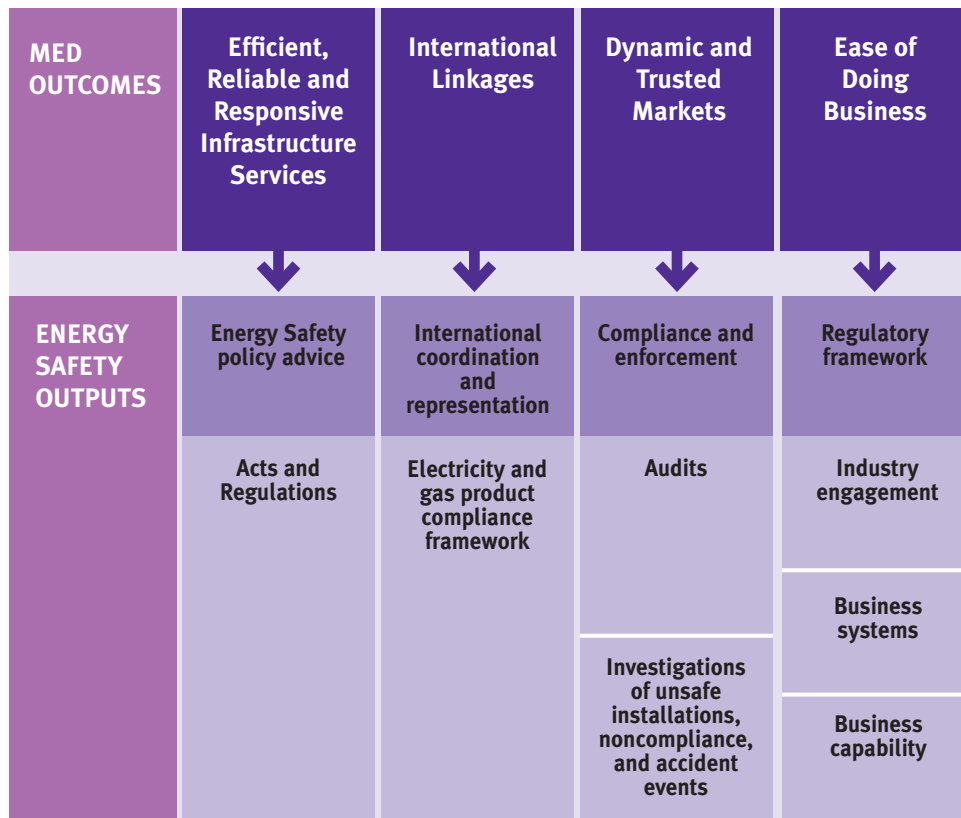
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Annual Report 2010–2011

Energy Safety’s work programme for 2010–2011 was aligned with specific outcomes described in the Ministry of Economic Development’s (MED) *Statement of Intent 2010–2013*. Through these outcomes, which are highlighted below, our work contributed to the MED’s objectives and the Government’s overall goal of lifting the long-term performance of the New Zealand economy.

How we contributed in 2010–2011



OUR FOCUS: To be an efficient and effective regulator that is proactive on public energy safety issues, responsive to industry and consumer energy safety concerns, and models regulatory best-practice.

EFFICIENT, RELIABLE, AND RESPONSIVE INFRASTRUCTURE SERVICES

Improving the quality and reliability of key infrastructure services that support growth

ENERGY SAFETY POLICY ADVICE

Energy Safety provided quality policy advice on the safe supply and use of electricity and gas, while recognising the impact that regulation has on New Zealand's economy and prosperity.

Certification and fees review

- Conducted a review of gas and electrical certification and fees to ensure public safety outcomes were being achieved and to look for ways to improve the regimes. Cabinet agreed to retain certification in a modified form, and extend its coverage to a greater range of electrical and gas work. Cabinet also agreed that certification fees should be removed.
- Conducted consumer and practitioner surveys in both the gas and electrical sectors to inform the Gas and Electrical Certification Review.
- Released the Gas and Electrical Certification and Fees Review Discussion Document, and invited submissions from the public and industry on the regimes. Thirty-nine submissions were received.

Acts and Regulations

- Worked to develop amendments to the 2010 Regulations to:
 - adjust the gas appliance regime
 - update references to standards
 - make technical adjustments.

Other advice and activities

- Continued engagement with, and support and monitoring of, the electricity and gas industries as they prepare a third-party auditing model for the SMS framework.
- Implemented recommendations of the Cabinet Heater Review, including making the heaters declared articles requiring approval. Seven models of cabinet heaters were affected. Arrangements were made to provide additional stickers with safety and health information for existing stock.
- Provided advice to industry on the interpretation of the regulatory environment so that adherence to prescriptive requirements could be treated as secondary (other than essential safety criteria) to rescue and recovery efforts after the Christchurch earthquakes.
- Preliminary discussions commenced regarding alternatives to the Multiple Earth Neutral (MEN) system for electricity supply.
- Worked with the Ministry of Education regarding the application of a requirement for sensitive residual current devices (RCDs) in schools. Our aim was to ensure the requirement was correctly targeted at protecting children without incurring additional compliance costs in the absence of clear safety benefits.

INTERNATIONAL LINKAGES

Improving the linkages that allow New Zealand firms to benefit from trade, and the flows of investment, skills and technology

INTERNATIONAL COORDINATION AND REPRESENTATION

This year we worked to leverage our existing international relationships in the electrical sphere to begin incorporating gas industry aspects. We worked with other regulators to exchange information and access expertise to benefit our monitoring and enforcement activities. Our work with overseas regulators helps New Zealand to achieve greater international regulatory convergence and reduce trade barriers and associated costs to move electricity and gas products across borders.

Australia

- Maintained an ongoing cooperative relationship with the Australian electricity and gas safety regulatory agencies.
- Actively participated in and contributed to the Electrical Regulatory Authorities Council (ERAC) and Gas Technical Regulators Committee (GTRC) forums to maintain alignment and consistency on energy safety issues.
- Continued to participate in the Australian product regulatory reviews.
- Ongoing development of key joint safety standards for networks, installations, and appliances.
- Continued to align electrical and gas product compliance on a trans-Tasman basis, and across other product compliance frameworks, to reduce regulatory costs for firms operating in both markets and product costs to consumers.
- Worked towards the achievement of the long-term goal of removing the permanent exemption for gas appliances under the Trans-Tasman Mutual Recognition Arrangement (TTMRA). Permanent exemptions will continue to remain in place until the New Zealand and Australia infrastructure is more closely aligned. Once implemented, gas appliances that carry the joint gas compliance mark and have been third-party certified will be able to be sold in Australia and New Zealand.
- Pursued negotiations to use the Regulatory Compliance Mark (RCM) as a single regulatory compliance mark with Australia for electrical and electronic appliances, including amendments to compliance labelling requirements.
- Contributed to the development of an Australian Electrical Equipment Safety System (EESS). We are leading the development of risk assessment tools.

Asia-Pacific

- Continued to work with China, ASEAN, APEC, and our other trading partners to facilitate the trans-border movement of electrical products in regards to electrical safety compliance and the exchange of information on the safety and compliance of electrical equipment.
- Attended the APEC Joint Regulatory Advisory Committee (JRAC) in May 2011 where we established contact with North American certification bodies in regard to gas appliances.
- Participated in the government-to-government cooperation agreement with Taiwan to increase cooperative electrical regulatory activities and to commence cooperative gas regulatory activities.

Multilateral

- In conjunction with MFAT, continued to participate in WTO's Non-Agricultural Market Access (NAMA) projects relating to the regulation of electrical and electronic products. This is a high-visibility project for Energy Safety.
- Investigated and extended existing arrangements related to the exchange of information on electrical and gas equipment, noting the introduction of the gas appliance certification regime.

DYNAMIC AND TRUSTED MARKETS

Improving the competitiveness, integrity and effectiveness of New Zealand's markets

COMPLIANCE AND ENFORCEMENT

We continued the development and implementation of Energy Safety's compliance and enforcement strategy, including incorporation of the 2010 Regulations. Our strategy focuses on known risk areas and current statistical data to support the Regulations. We conducted audits of electricity and gas suppliers, networks, distribution systems, installations and appliances by actively targeting risk areas that impact on consumers.

Compliance audits

- Continued our targeted risk-based audit compliance programme to ensure product suppliers, manufacturers, networks, distribution systems, installations and appliances comply with safety standards and other requirements, with an emphasis on education and cooperation with industry.
- Supported self-audit protocols for industry SMS and appliance suppliers for essential safety requirements.

Cooperation and education

- Coordinated product compliance auditing with other product regulatory agencies to protect the integrity of electrical and gas appliances entering New Zealand.
- Worked with online venues and their sellers and members to encourage good business practice through compliance and risk management. Sellers were often unaware of their responsibilities around the sale of electrical equipment.
- Continued to work with manufacturers and importers through the audit process, to initiate proactive education strategies and audit programmes that enhance our effectiveness as a safety regulator.

E-portal

- Continued our support of the government's commitment to improve visibility and access to regulatory systems that affect trade of electrical and gas products. The e-portal vision aims to remedy fragmented regulatory systems with a technological solution: a unified compliance system entered through a single point online.

Other projects

- Published web-based compliance guides for gas and electrical products and for installations and distribution systems, based on the new Regulations.
- Prepared material for an electronic training resource on the electrical installation regime.
- Maintained the gas appliance declarations database and implemented third-party certification provisions.
- Enhanced approved electricity and gas safety practitioner framework through continued guidance on professional standards and expectations, to carry out external audits and investigations to the required service delivery standard.

NOTIFIABLE ACCIDENT INVESTIGATIONS

We provided fast and effective accident investigation services with the objective to reduce the number of incidents.

- Conducted investigations of significant electricity and gas accidents where there was serious harm or property loss as defined in section 16 of the Electricity Act 1992 and section 17 of the Gas Act 1992.
- Analysed these accidents to focus Energy Safety's outreach and education programmes and standards development.
- Published detailed quarterly reports and an annual *Summary of Reported Electrical and Gas Accidents*.
- Continued to develop staff skills and invest in tools to enable efficient investigation of existing electrical and gas services and products.

EASE OF DOING BUSINESS

Improving the way public agencies interact with, and the regulatory framework for, business

REGULATORY FRAMEWORK

We worked to improve the regulatory environment for business by delivering an innovative and effective regulatory framework while keeping compliance costs to a minimum.

Safety framework

- Investigated and prohibited 'Drybars' heated clothes drying rack and participated in a consumer awareness campaign to ensure good safety outcomes for consumers.
- Ensured amendments to Regulations will support the SMS framework.

Memorandum of Understanding

- Continued to work towards formal MoUs with other agencies, to enhance inter-regulatory cooperation on shared responsibilities.

Standards New Zealand

- Worked with Standards New Zealand and industry to promote a shift towards direct adoption of international standards (with 'national difference' documents where necessary).
- Continued the revision of standards necessary to support the new electricity and gas regulatory frameworks through the Standards New Zealand process, in particular those associated with the gas appliance regime.

BUSINESS AND ONLINE SERVICES

We streamlined our business through a series of new initiatives to improve client service and enable business to interact with Energy Safety. Our IT system, Energy Safety Intelligence (ESI) provides the information database and online case management systems that support the safety work we do.

ESI

- Continued enhancing our data systems to improve ease of access to accurate energy safety information.
- Worked on ESI's reporting capability to improve access to a reliable source of information entered by our investigators and which can be reported to other regulators and stakeholders.
- Continued to enhance ESI's internal business objectives reporting platform that:
 - aligned to internal protocols and enabled additional data fields for future use
 - enabled accurate analysis and reporting that addressed product safety issues.
- Worked to improve the data quality of ESI to enable effective analysis and access to accurate energy safety information to share with other regulators, consumers, and stakeholders.

Energy Safety website

- Reviewed the website's content and navigation and revised it as necessary to reflect the new Regulations.
- Maintained the enhanced gas appliance declarations website in light of the new Regulations.

Other projects

- Analysed results from the 2010 client survey; Energy Safety achieved a client rating of "satisfied". Improvements in services and other recommendations were included in business plans and procedures wherever feasible.
- Continue to carry out benchmarking and sharing of best practice with our Australian counterparts.
- Commenced a new client survey to identify client needs and encourage feedback.

BUSINESS DEVELOPMENT AND CAPABILITY

We regularly reviewed our progress and priorities and flexibly allocated resources to address changing requirements.

- Continued to strengthen our business processes to retain ISO certification and to perform investigations and audits that encourage voluntary compliance.
- Continued to review our internal processes and procedures to identify and implement enhancements where possible.
- Reviewed the skills and capability needs of Energy Safety and adjusted business systems and frameworks to reflect them.
- Worked to strengthen the quality of service delivery processes for third-party accredited electricity and gas safety practitioners to carry out external audits and investigations.
- Continued to support the capability of staff and external parties to carry out effective management of our outputs.



INDUSTRY ENGAGEMENT

We continued to work in partnership with industry to maintain a unified energy safety programme that underpins Energy Safety's work and enhances the electricity and gas sectors' potential for economic growth.

Outreach and education

- Produced stickers with safety and health information targeted at users of cabinet heaters, to be distributed with LPGANZ's winter 'swing tag' safety campaign.
- Released safety advisories and safety alerts in response to safety issues, including:
 - earthquake advice about gas and electrical safety
 - electrical work near gas installations
 - underground electrical services
 - power line safety clearances
 - 'Drybars' heated clothes rack
 - cabinet heater safety.
- Worked with the energy industry and other safety regulators to develop a common energy safety strategy to complement Energy Safety's work programme.
- Continued our outreach and education programmes with product suppliers and direct interaction with consumers at trade shows, external venues, and conferences.
- Increased safety awareness by working with manufacturers and importers through the audit process, and implemented proactive education strategies and audit programmes that enhanced our effectiveness as a safety regulator.

Safe supply and use of electricity and gas

- Continued to participate in various forums to strengthen public safety outcomes for New Zealand.
- Worked with the electricity and gas industries and key stakeholders to identify safety issues and trends, and worked proactively to address accidents and issues.
- Continued to develop risk-based audit profiles and plans to promote consumer safety in areas such as schools and holiday parks, and around appliances such as patio and cabinet heaters.
- Maintained relationships with other regulators and organisations with an interest in energy safety to ensure shared safety outcomes are achieved.

Stakeholder awareness

- Established an Electrical Community Group (similar to the Gas Community Group) as a forum to share information and discuss issues relating to safety. The goal is to improve safety in the electricity sector.
- Continued to work with the Gas Community Group to improve safety and identify key areas of work.
- Developed stakeholder information explaining the changes to the electricity and gas Regulations. Planned for release in Winter 2011.

Service Delivery Standards and Business Activity Statistics

Data for this section was obtained from Energy Safety's 2010-2011 internal reporting systems.

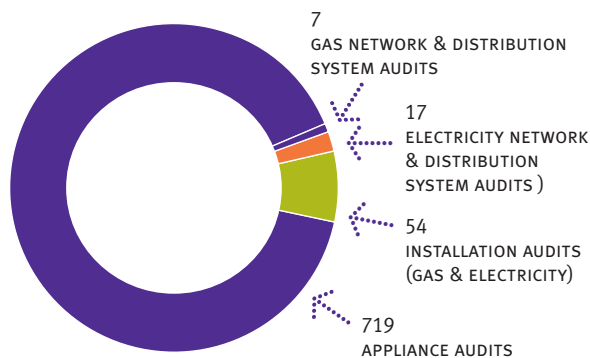
AUDITS UNDERTAKEN

- Conducted 719 audits of electrical and gas appliances.
- Conducted 78 audits of networks, distribution systems, and installations.
- Issued 126 warnings and 38 infringement notices to suppliers of electrical and gas appliances and fittings for breaching the Electricity and Gas Regulations.
- Successfully prosecuted three suppliers of non-compliant electrical products.

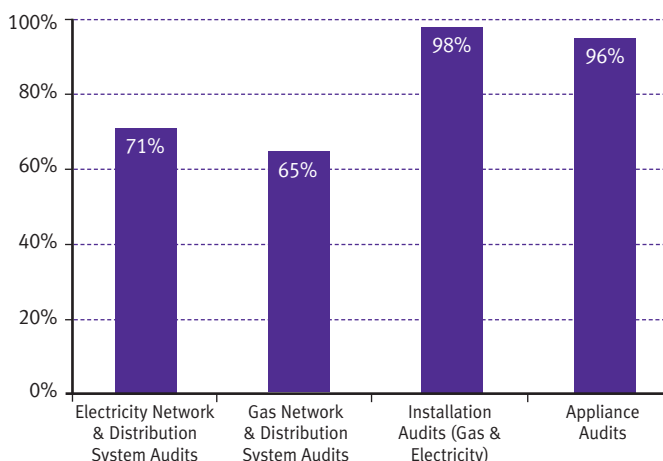
Audits and inspections

92% (exceeding the target of 90%) of audit and inspection reports were completed within 30 working days of completion of the audit or inspection.

AUDIT TYPES



AUDIT AND INSPECTION REPORTS COMPLETED WITHIN 30 WORKING DAYS



INVESTIGATIONS

Accidents and incidents investigated

Energy Safety completed 74 investigations of significant electrical and gas accidents and incidents, where there was serious injury or property loss as defined in section 16 of the Electricity Act 1992 and section 17 of the Gas Act 1992.

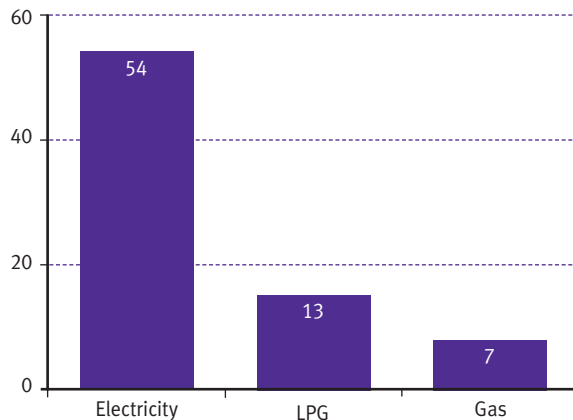
Accidents responded to within 24 hours

99% (exceeding the target of 95%) of accidents were responded to and action commenced within 24 hours of notification to Energy Safety.

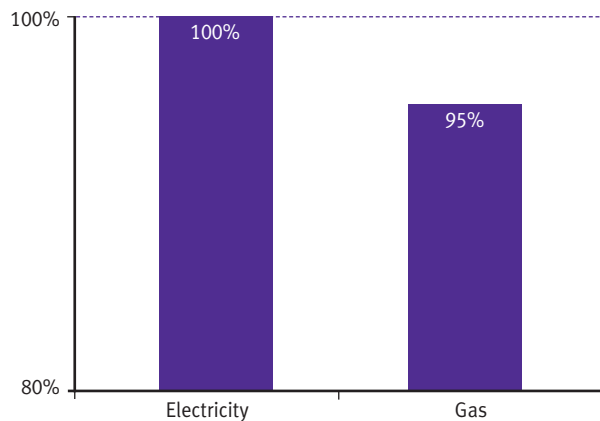
BUSINESS OBJECTIVES

- Retained ISO9001 certification for the performance of investigations and auditing.
- Provided initial response to client enquiries:
 - 90% within 2 working days (meeting our target)
 - 97% within 5 working days (exceeding our target of 95%).
- Investigated and closed 94% of enquiries within 5 working days (exceeding our target of 90%).
- 100% of cases sampled met quality assurance checks (exceeding our target of 75%).

ACCIDENTS AND INCIDENTS INVESTIGATED



ACCIDENTS RESPONDED TO WITHIN 24 HOURS



Summary of Reported Accidents

Energy Safety investigates non-workplace-related electricity and gas accidents that involve the public. Workplace-related accident investigations are the responsibility of the Department of Labour (DoL) as the lead agency.

We publish a detailed annual *Summary of Reported Electrical and Gas Accidents*. Analysis of these accidents is used to focus Energy Safety's outreach and education programmes and standards development.

The following is a high-level overview of the information provided in the Executive Summary for the 2010–2011 financial year.

ELECTRICAL ACCIDENTS

There were nine notifiable electric shock accidents reported during the 2010–2011 financial year; they caused a total of two fatalities and injured seven people.

GAS ACCIDENTS

During the 2010–2011 financial year the following notifiable gas accidents were reported:

- 23 notifiable LPG accidents that caused two fatalities and injured 16 people, including:
 - six cabinet heater accidents that injured three people
 - four camping cooker accidents that injured seven people
 - two mobile home accidents that resulted in two fatalities and injury to one person.
- 10 notifiable natural gas accidents that caused injury to three people with no fatalities, including:
 - four space heater accidents that injured three people.

Statement of Financial Performance[†]

For the year ended 30 June 2011

ELECTRICITY – SAFETY, QUALITY AND METERING

	2011 Budget \$000	2011 Actual \$000	2010 Actual \$000
Revenue			
Crown	17	17	0
Other*	2,828	2,664	2,189
Total Revenue	2,845	2,681	2,189
Expenses			
Personnel	772	786	770
Operating	1,441	1,233	832
Depreciation	54	28	28
IT costs	200	282	167
Occupancy	132	117	147
Capital charge	21	21	20
Indirect and support services	223	214	216
Total Expenses	2,843	2,681	2,180
Surplus/(Deficit)	2	0	9
*Sources of Revenue Other			
Electrical Levies		2,646	2,169
Other revenue		18	20
		2,664	2,189

NATURAL GAS – SAFETY, QUALITY AND METERING

	2011 Budget \$000	2011 Actual \$000	2010 Actual \$000
Revenue			
Crown	12	12	0
Other*	903	689	703
Total Revenue	915	701	703
Expenses			
Personnel	325	217	254
Operating	298	182	180
Depreciation	4	27	27
IT costs	91	121	78
Occupancy	50	44	55
Capital charge	8	8	8
Indirect and support services	86	81	80
Total Expenses	862	680	682
Surplus/(Deficit)	53	21	21
*Sources of Revenue Other			
Gas Levies		682	697
Other revenue		7	6
		689	703

[†] These accounts were unaudited at the time of publication.

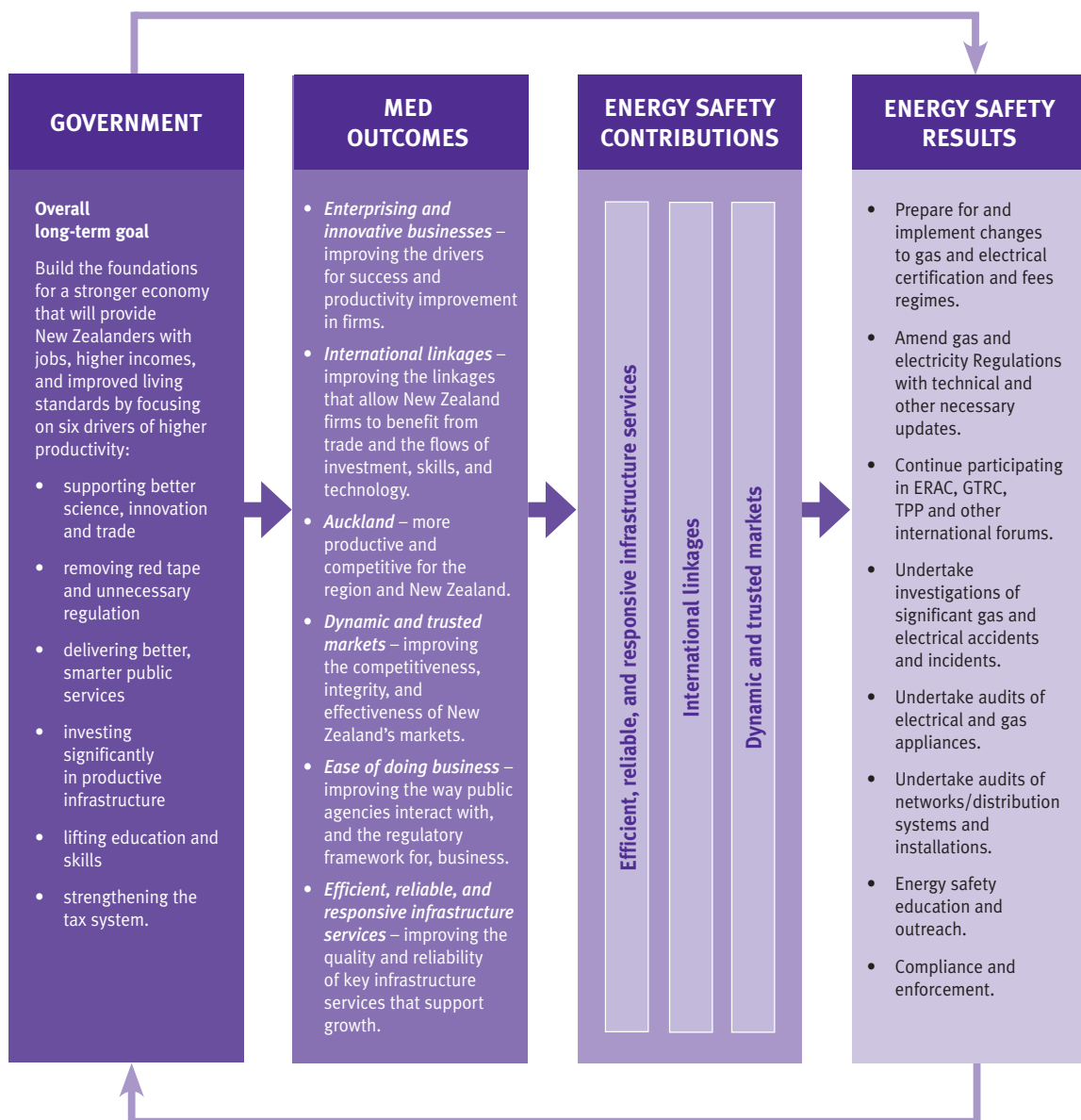
Our Team



Business Outlook 2011-2014

We have aligned our business to the MED's *Statement of Intent 2011-2014* and designed our work programme to support the Government's overall goal: to build the foundations for a stronger economy that will provide New Zealanders with jobs, higher incomes, and improved living standards. The work that Energy Safety will do also supports the MED's purpose: to create the conditions for businesses to succeed and New Zealanders to prosper.

How we contribute to MED outcomes and government goals



EFFICIENT, RELIABLE, & RESPONSIVE INFRASTRUCTURE SERVICES

Improving the quality and reliability of key infrastructure services that support growth

ENERGY SAFETY POLICY ADVICE

Energy Safety continues to work towards maintaining a regulatory environment that supports safety while enabling businesses to succeed. We will continue to manage and enforce the safety provisions of the Electricity Act 1992, the Gas Act 1992, and the associated Regulations.

Policy advice

- Provide policy advice on the safe supply and use of electricity and gas.
- Provide policy advice on the structure and implementation of updated Regulations.
- Ongoing review of the effectiveness of gas and regulatory frameworks to ensure fitness and cost-effectiveness.

Certification and fees regime

- Prepare updates to Regulations to implement Cabinet decisions on changes to the gas and electrical certification and fees regimes.

Acts and Regulations

- Update gas and electricity Regulations to reflect new standards and technological developments, as well as identified changes to the regulatory regimes.
- Continue discussions around possible review of the Electricity (Hazards from Trees) Regulations.
- Complete a post-implementation stocktake of key initiatives introduced by the 2010 Regulations.
- Monitor the public safety outcomes of the introduction of SMS for electricity and gas networks.

REGULATORY FRAMEWORK

We will work to improve the regulatory environment for business by delivering an innovative and effective regulatory framework while keeping compliance costs to a minimum.

Safety framework

- Rolling review of the electricity and gas Regulations and planning for amendments as needed.
- Ensure legislation evolution follows international regulatory good practice.

Standards New Zealand

- Continue the review and revision of standards to support the new electricity and gas regulatory frameworks.

Appliance regimes

- Progress work on an alternative “single shop front” for all energy appliance regimes to reduce business and administration costs.

Memorandum of Understanding

- Continue to work towards formal MoUs with other agencies, to enhance inter-regulatory cooperation on shared responsibilities.

INTERNATIONAL LINKAGES

Improving the linkages that allow New Zealand firms to benefit from trade and the flows of investment, skills, and technology

INTERNATIONAL COORDINATION AND REPRESENTATION

We will continue our participation in international forums to represent New Zealand's energy safety interests for protection of existing infrastructure, to encourage opportunities for new investment, and to be well-informed about the latest international developments.

We will continue to work closely with overseas regulators to achieve greater international regulatory convergence and reduce trade barriers and associated costs to move electrical and gas products across borders.

Australia

- Maintain active participation and leadership in the Electrical Regulatory Authorities Council (ERAC) and Gas Technical Regulators Committee (GTRC) forums for alignment and consistency on energy safety issues.
- Ongoing participation in the Australian gas and electrical product regulatory and standards reviews.
- Continue to develop and review key joint safety standards for networks, installations and appliances.
- Continue to explore the use of a single regulatory compliance mark with Australia for electrical and electronic appliances, including amendments to compliance labelling requirements.
- Participate in discussions for the development of the future Australian, and possibly joint, electrical appliance safety regime.

Asia-Pacific

- Continue to develop and implement arrangements to share electrical and gas safety information to improve energy safety in New Zealand and the Asia-Pacific region.
- Ongoing work with China, ASEAN, APEC, and our other trading partners in regards to electrical safety compliance to facilitate the trans-border movement of electrical products. We will explore other opportunities to implement similar arrangements for gas appliances.
- Review existing trade agreements to reflect changes occurring in New Zealand's regulatory regimes.
- Continue our participation in the government-to-government cooperation agreement with Taiwan to increase cooperative electrical regulatory activities and to commence cooperative gas regulatory activities.
- Support and engage in the Trans-Pacific Partnership (TPP) as needed. The TPP is envisioned by New Zealand to modernise trade rules and other agendas in the Asia-Pacific region, as it has become an area of economic and trade growth.



Multilateral

- Continue to align electrical and gas product compliance on an international basis, and across other product compliance frameworks, to reduce regulatory costs for firms operating in international markets and to reduce product costs for consumers.
- Provide support as required to New Zealand international negotiations in relation to electrical and gas products in a WTO context.

DYNAMIC & TRUSTED MARKETS

Improving the competitiveness, integrity, and effectiveness of New Zealand's markets

COMPLIANCE AND ENFORCEMENT

We will continue to develop and implement a compliance and enforcement strategy based on known risk areas and current statistical data to support the Regulations. We will conduct audits of electricity and gas suppliers, networks, distribution systems, installations, and appliances, and actively target noncompliance to achieve public safety outcomes.

Compliance audits

- Continue to implement a targeted, risk-based audit and compliance programme to ensure products comply with safety standards and required supplier declarations.
- Audit electrical and gas networks, distribution systems, installations, and appliances.
- Support self-audit protocols for industry SMS and appliance suppliers for essential safety requirements.
- Strengthen the quality of service delivery procedures for third-party accredited electricity and gas safety practitioners to carry out external audits and investigations.

Cooperation and education

- Coordinate product compliance auditing with other product regulatory agencies to protect the integrity of electrical and gas appliances offered for sale in New Zealand.
- Continue to work with online venues, their sellers, and their members to encourage good business practice through compliance and risk management. We anticipate that levels of non-compliance will decrease as awareness increases.
- Continue to work with manufacturers and importers through the audit process, to implement proactive education strategies and audit programmes that enhance our effectiveness as a safety regulator.

Other projects

- Develop the approved practitioner framework for assessment of gas appliances.
- Develop criteria for installation auditing to support the modified certification regime for electrical and gas work.
- Review compliance guides to align with any updates to Regulations.

Audit forecasts

- Audit 250 electrical and gas appliance suppliers and audit 600 of their products.
- Conduct 70 audits of electricity and gas networks, distribution systems, and installations.

Audit objectives

- Retain ISO9001 certification for the performance of auditing.
- Conduct, complete, and close 90% of audits within 30 working days of the start of the audit.
- Provide initial response to client enquiries:
 - 90% within two working days
 - 95% within five working days.
- Investigate and close 90% of enquiries within five working days.

NOTIFIABLE ACCIDENT INVESTIGATIONS

We will provide fast and effective accident investigation services, seeking to identify the causal factors of events and use this information to prevent similar events occurring in the future. We will take compliance action as appropriate.

- Continue to develop staff skills and tools to enable efficient investigation of existing electrical and gas services and new products.
- Analyse these accidents to focus Energy Safety's outreach and education programmes and standards development.
- Conduct investigations of significant electricity and gas accidents where there was serious harm or property loss as defined in section 16 of the Electricity Act 1992 and section 17 of the Gas Act 1992.
- Continue publishing quarterly reports and the annual *Summary of Reported Electrical and Gas Accidents*.

Accident investigation forecasts

- Investigate 65 notifiable accidents and incidents, where there is serious harm or significant property damage including:
 - significant electricity accidents including fire
 - significant LPG accidents
 - significant natural gas accidents.

Accident investigation objectives

- Retain ISO9001 certification for the performance of investigations.
- Respond to 95% of notifiable accident investigations (as defined in section 16 of the Electricity Act 1992 and section 17 of the Gas Act 1992) and commence action within 24 hours notification of the accidents.
- Notifiable accident investigations will be conducted, completed and closed:
 - 50% within 30 working days
 - 80% within 60 working days.

EFFICIENT AND EFFECTIVE DELIVERY

Delivering better, smarter public services

BUSINESS AND ONLINE SERVICES

We will streamline our business through a series of new initiatives to improve industry and consumer interactions with Energy Safety.

ESI

- Continue ongoing enhancements to strengthen our data systems and improve the ease of access to accurate energy safety information.
- Improve ESI's reporting capability to improve access to a reliable source of information entered by our external investigators. This information will be available to industry and other agencies.
- Ensure the data quality of ESI is maintained to enable effective analysis and access to accurate energy safety information to share with industry and other agencies.

Energy Safety website

- Commence a detailed review of content and information architecture in advance of our new software platform scheduled to be in place by November 2011.
- Maintain the enhanced gas appliance declarations website in accordance with new Regulations.
- Continue to update content to reflect regulatory changes, provide advice on safety issues, and provide information to consumers and industry.

Other projects

- Create a new database to record high-risk gas and electrical installations in accordance with changes to the certification regime to be implemented in 2013.
- Continue to carry out benchmarking and sharing of best practice with our Australian counterparts.
- Conclude our client survey, assess feedback, and identify feasible improvements.

BUSINESS DEVELOPMENT AND CAPABILITY

We regularly review our progress and priorities and flexibly allocate resources to address changing requirements.

- Follow a clear and prioritised rolling programme of reviews aimed at refreshing information that informs electrical and gas product suppliers and consumers about energy safety.
- Maintain and strengthen our business processes to retain ISO certification and to perform investigations and audits that encourage voluntary compliance.
- Continue to review our internal processes and procedures to identify and implement enhancements.
- Work with other administrations to compare best practice procedures to improve energy safety outcomes.
- Complete the review of the skills and capability needs of Energy Safety and adjust business systems and frameworks to reflect them.
- Continue to support the capability of staff and external parties to carry out the work needed for effective management of our outputs.
- Evaluate staff engagement and address any issues identified in the assessment of results.

INDUSTRY ENGAGEMENT

We will continue to work in partnership with industry to maintain a unified energy safety programme that underpins Energy Safety's work and enhances the electricity and gas sectors' potential for economic growth.

Outreach and education

- Release safety advisories and safety alerts as needed in response to current safety issues.
- Work with the energy industry and other safety regulators in an energy focus group to develop a common energy safety strategy to complement Energy Safety's work programme.
- Continue our outreach and education programmes with product suppliers and direct interaction with consumers at trade shows, external venues, and conferences.
- Enhance safety awareness by working with manufacturers and importers through the audit process, and implement proactive education strategies and audit programmes that enhance our effectiveness as a safety regulator.

Stakeholder awareness

- Work with the Electrical Community Group to share information, discuss issues, and improve safety assurance. Work to shape the Group's goals and key areas of work in the coming years.
- Continue to work with the Gas Community Group to improve safety assurance through discussion and awareness, and to develop key areas of work.
- Develop and release stakeholder guidance explaining forthcoming changes to the electricity and gas Regulations.

Safe supply and use of electricity and gas

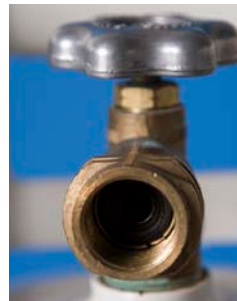
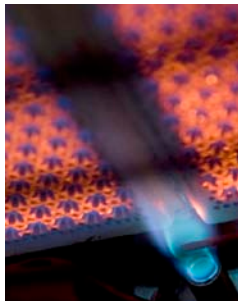
- Continue to participate in various forums to strengthen public safety outcomes for New Zealand.
- Work with the electricity and gas industries and key stakeholders to identify issues and trends, and to work proactively to address accidents or issues.
- Continue to develop risk-based audit profiles and plans to promote consumer safety in areas such as schools and holiday parks, and around appliances.
- Maintain relationships with other regulators and organisations with an interest in energy safety to ensure mutual safety outcomes are achieved.

Acronyms and Abbreviations

Energy Safety frequently interacts with the organisations listed below; they are commonly referred to by their acronyms or abbreviations. The list also defines other acronyms and abbreviations frequently used in connection with energy safety or otherwise mentioned in this publication.

APEC	Asia-Pacific Economic Cooperation
ASEAN	Association of Southeast Asian Nations
BSMI	Bureau of Standards Metrology and Inspection (Taiwan)
CCC	China Compulsory Certification
DBH	Department of Building and Housing
DoL	Department of Labour
EASR	Electrical Appliance Safety Review
EEA	Electrical Engineers' Association
EEE	Electrical and Electronic Equipment
EECA	Energy Efficiency and Conservation Authority
EES	Electrical Equipment Safety System
EGCC	Electrical and Gas Complaints Commission
EMC	Electromagnetic Compatibility
ERAC	Electrical Regulatory Authorities Council (trans-Tasman)
ES	Energy Safety
ESI	Energy Safety Intelligence (IT system)
EWLG	Electrical Workers Licensing Group
EWRB	Electrical Workers Registration Board
FTA	Free Trade Agreement
GANZ	Gas Association of New Zealand
GTRC	Gas Technical Regulators Committee (trans-Tasman)
IANZ	International Accreditation New Zealand
ISO	International Standards Organisation
JAC	Joint Advisory Committee
JAS-ANZ	Joint Accreditation System of Australia and New Zealand

LPG	Liquefied petroleum gas
LPGANZ	LPG Association of New Zealand
MED	Ministry of Economic Development
MFAT	Ministry of Foreign Affairs and Trade
MoU	Memorandum of Understanding
MRA	Mutual Recognition Arrangement (or Agreement)
NAMA	Non-Agricultural Market Access
PGDB	Plumbers, Gasfitters & Drainlayers Board
RCM	Regulatory Compliance Mark
Regulations	Electricity (Safety) Regulations 2010 Gas (Safety and Measurement) Regulations 2010
RSM	Radio Spectrum Management
SDoC	Supplier Declaration of Compliance
SMS	Safety Management Systems
TPP	Trans-Pacific Partnership, also known as the Trans-Pacific Strategic Economic Partnership Agreement
TTMRA	Trans-Tasman Mutual Recognition Arrangement
WTO	World Trade Organisation



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