

From: Mike Myhill <mike.myhill@electra.co.nz>
Sent: Tuesday, 16 June 2020 2:43 PM
To: Market Operations
Subject: MDVC addendum feedback

Categories: Ron

Good Afternoon EA Team,

I have some feedback that I would like to provide.

With regards to "Remote disconnection and connection" 1.21, if a Retailer selects to remotely disconnect a Vulnerable Customer – the Retailer should inform the associated EDB. As a remote disconnection may trigger contact from the Consumer or Consumer's Representative into the EDB.

With regards to remotely reconnecting a Customer 1.21 (c) (i), there should be a pragmatic approach taken with regards to seeking confirmation that 'it is safe to reconnect' based on the time since remote disconnection.

Best Regards,

Mike

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