

Improving the Consumer Care Guidelines

Name: *Amanda Stone*

The Electricity Authority intends to publish all submissions it receives. If you prefer parts of your submission NOT to be published, please indicate which parts and why.

Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

No, the guidelines should be mandatory and should have consequences, as electricity is a requirement for life in New Zealand, particularly in winter, and it shouldn't be as hard to access as it is

Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumers?

Yes, but that doesn't mean the other parts shouldn't be mandatory

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, option 3 doesn't sufficiently protect consumers - please make ALL the guidelines mandatory.

What issues that fall outside of the current Guidelines would you like to see us consult on next?

please protect people who are being penalised for being poor - it is unfair that they have further fees for not being able to pay for power - disconnection + reconnection fees. these fees should be banned, and prepay should not be any more expensive than pay monthly.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.

Submissions close 5pm 2 October 2023.