

Improving the Consumer Care Guidelines

Name: Andy Newport

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. With so many retailers opting out, and no real oversight for those that opt in, the guidelines as they currently exist are largely astroturfing.

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 all parts need to be enforced to protect vulnerable people.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 doesn't go far enough.

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

Please ensure prepay is no more expensive than pay-monthly plans. Ban additional fees for people who can't afford to pay their bills.

Please "name and shame" retailers who disconnect vulnerable (not just medically) people!

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

Submissions close 5pm 2 October 2023.