

Improving the Consumer Care Guidelines

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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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?

The problem is that if not all power retailers are expected to uphold these guidelines as mandatory, we are not practicing equity for basic human rights of all people. The guidelines are good, but they need to be more than just guidelines.

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, they offer assurance of protection for people who rely on power for their livelihood. But all of them should be made mandatory as the baseline or retailers responsibility & ethic of care to consumers.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

It is clear from the Electricity Authority review that retailers are consistently not following the Guidelines. Thus, option 3 will not sufficiently protect consumers - it is blatantly clear that we need ALL the guidelines to be mandatory.



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

- * Disconnection & connection fees being banned. If people can't afford to pay their bills, monopolising on their poverty is unjust & unethical.
- * Equity in pre-pay & monthly pay fees. Many low-income households rely on pre-pay, so they shouldn't have to pay more.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.