

Improving the Consumer Care Guidelines

Name: *Annaleigh Corlett*

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, retailers aren't following the guidelines. Compliance should be monitored.

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

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, consumers are not sufficiently protected.

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

Removing disconnection + reconnection fees that penalise the poorest.
Ensure pre-pay power is not more expensive than ~~at~~ power plans

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

Submissions close 5pm 2 October 2023.