

Improving the Consumer Care Guidelines

Name: *Anne-Claire King*

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, as guidelines do not mean to be compulsory!

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, however making all guidelines compulsory would not only save lives but also support a fairer Aotearoa. Meeting customers needs should be a priority for retailers, making all guidelines mandatory would be the start of ensuring this is happening.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. This does not adequately protect all customers. The guidelines left out of option 3 have an impact on the quality of life of New Zealanders who cannot afford it.

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

- 1- Disconnection and reconnection fees - those add an extra burden (financial and emotional) to people
- 2- Pre pay electricity - that does not support people wellbeing (on the contrary)
- 3- give disconnected people a voice by publishing disconnection data to allow visibility.

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

Submissions close 5pm 2 October 2023.