

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

No. Retailers are not meeting the guidelines and causing harm to consumers. Please commit to making all the guidelines mandatory to keep our communities safe. ~~and~~ Access to power is a basic human right.

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 the whole set of guidelines needs to be made mandatory.

## Improving the Consumer Care Guidelines (continued)

**Do you agree with our preliminary preference for option 3?**

No, it does not adequately protect consumers. Please make all the guidelines mandatory. ~~is~~ If you need to act in two stages, please add Part 9 (fees) to the first stage. Greater transparency around fees, cheaper plans and debt prevention needs to be in place.

**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 or have increased financial volatility. Please ban disconnection and reconnection fees when people can't afford to pay their bills. Please ensure that pre-pay electricity (used by many low income households) is no more expensive than monthly plans. Please publish quarterly disconnection data (including prepay).

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.