

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

*I work with people who struggle with chronic long term health conditions which impacts on their finances + ability to support themselves.*

*The guidelines should be made mandatory to protect the more vulnerable in society.*

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 other parts need to be made mandatory too.*

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3? NO Option 3 does not sufficiently protect consumers.

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

Please ban disconnection + reconnection fees when people can't afford to pay their bills.

Please ensure that prepay electricity is no more expensive than pay-monthly plans.

Thankyou.

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).  
Submissions close 5pm 2 October 2023.