

## Improving the Consumer Care Guidelines

Name: Charlotte McCall

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. The fact that they are only voluntary not mandatory renders them meaningless. They are not effectively helping vulnerable customers which is the purpose that they should be serving. They should all be mandatory. Electricity companies are confusing and I find it difficult as a consumer to know what is going on and I have a law and economics degrees. I worry about those who do not have this background!

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 all parts should be mandatory

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. It does not go far enough to protect consumers. Part 9 at the very least needs to be added, but all should be.

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

Please protect people from penalisation on account of poverty  
For instance it is abhorrent to have disconnection and reconnection fees when people cannot afford to pay for power. Prepay electricity should not be more expensive. Please publish quarterly disconnection data.

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