

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, unfortunately not everyone (retailers) are following the guidelines. This is concerning because some individuals may be harmed if unexpectedly be cut off from power. I am a doctor, and it worries me some of my vulnerable patients could have their health put at risk without power to fuel oxygen, dialysis machines.

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, option 3 doesn't protect consumers properly. Please commit to all guidelines.

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

Please protect less financially stable consumers
Please ban disconnection fees / ensure pre-pay electricity is
no more expensive than monthly plans. Thank you.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.