

Improving the Consumer Care Guidelines

Name: *Cindy Newport*

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 EA's showed retailers not following guidelines consistently.

Please commit now to making the full set of guidelines mandatory + ensuring monitoring compliance.

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 mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 does not do enough to protect consumers.
Please commit now to making ALL guidelines
mandatory.

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.

- Ban disconnection and reconnection fees for those that can't afford it.

- Ensure prepay power (used in low income households) is no more expensive than pay-monthly plans.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz. Please publish quarterly disconnected data.

Submissions close 5pm 2 October 2023.

(including prepay).