

## 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. In a review based on ~~the company~~ electricity companies' self-assessments, roughly half said they ~~do~~ not follow the Guidelines. The lack of consequence for not following the guidelines is directly harming consumers, particularly the lowest socio-economic consumers. These guidelines need to be made mandatory to protect society's most vulnerable members.

**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. All guidelines need to be mandatory. If this needs to be actioned in two stages, please add Part a (fees) to the first stage.

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

Please help those getting trapped in cycles of poverty and debt.

- please ban disconnection fees and reconnection fees for people struggling to pay bills.
- please ensure prepay electricity is not more expensive than pay-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.