

# 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. The electricity Authority's own review showed that retailers are not consistently following the guidelines.

This is causing harm to consumers as retailers can fail to communicate with consumers correctly, fail to protect those who are medically dependent on electricity, and bill consumers incorrectly.

Please commit now to making the full set of guidelines mandatory and monitor 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. It does not sufficiently protect consumers.  
Please add part 9 (gas) to the first stage.

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.
- > Please ban disconnection and reconnection fees when people can't afford to pay their bills
  - > Please ensure that paying electricity is no more expensive than pay-monthly ~~plans~~ plans.
  - > 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.