

## 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, it is inequitable & leads to ~~the~~ the most disadvantaged  
in our community being further disadvantaged  
Please, make the full set of guidelines as mandatory.  
and have a way to hold retailers accountable.

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 more needs to be done  
for this to lead to better outcomes in NZ.  
Other parts need to be mandatory as well.

# Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, It is not enough to ensure good outcomes for all New Zealanders, All the guidelines need to be mandatory to protect consumers, particularly those already living in poorer housing. Please make all guidelines mandatory.

If this needs to be done in stages, ensuring fees & bonds are reasonable in Part 9, should be a priority. I propose getting rid of disconnection fees should be part

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

- Ban disconnection & reconnection fees - This disadvantages people who cannot afford to pay & makes electricity ~~necessary~~ inaccessible.
- ensure that prepay electricity is no more expensive than monthly plans. again this disproportionately impacts those who don't have the ~~to~~ struggle & makes electricity inaccessible.

of this. As well as making pre-paid fees no more expensive than other options

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.

↑  
• please publish quarterly disconnection data (including prepay)