

# 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. There is no real incentive or consequence for them not living up to their intended outcome. Therefore electricity companies can focus solely on what profits them rather than how their decisions hurt the most vulnerable in our society.

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, as a start.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Option 3 is simply not enough to protect consumers. If the guidelines exist to protect people then the best way they can achieve that aim is by being mandatory. Adding part 2 is the most needed for a first stage of change as well.

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

- \* connection and disconnection fees hurt those who are already struggling
- \* pre-paid electricity should be no more expensive than monthly plans

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).  
Submissions close 5pm 2 October 2023.