

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. Without being binding, the current Guidelines have no real power to materially improve people's lives, & offer no real protections or recourse for injustice. If the purpose for the guidelines is serious, they must be made mandatory. Otherwise retailers can — and ~~are~~ currently do — continue to do whatever they want. Trusting companies to act with a conscience with no framework for enforcing or measuring standards against is a laughable model that primarily results in vulnerable people experiencing continued harm.

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 ^{entirety} Guidelines needs 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 customers/consumers. Please commit now to making All the Guidelines mandatory. If you need to action in two stages, ~~at~~ Part 9 (fees) should be added to the first stage.

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

- Banning disconnection and reconnection fees for people who cannot afford power.
- Ensuring that pre-paid plans — which currently disproportionately are used by low-income households — are no more expensive than monthly plans, as the current status quo takes advantage of some of the most vulnerable.
- Publishing quarterly disconnection data, including for pre-pay.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.

Submissions close 5pm 2 October 2023.