

# 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?

I do not think the Guidelines are currently delivering on their purpose and intended, because they are voluntary and only 40% of the suppliers are complying.

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 Option 3 does not sufficiently protect consumers.

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 on low incomes. by banning disconnection and reconnection fees when people can't afford to pay.

Please ensure that prepay electricity used by many low income households) is no more expensive than monthly plans.  
- Just don't be mean Guys. Come on !!

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

Submissions close 5pm 2 October 2023.