

## 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 review of the guidelines have found that they are not being sufficiently met, and that is extremely concerning! The fact that these guidelines are not mandatory leaves the most vulnerable people in our country - financially and medically - at the whim of their power companies without any protections. That is Unacceptable!

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, however the entirety of the Consumer Care Guidelines should be made mandatory in order to fairly and safely care for electricity consumers in Aotearoa New Zealand.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

NO, option 3 does not sufficiently protect customers. We entreat you to commit to making ALL of the guidelines mandatory. Please add part 9 (fees) if this needs to be actioned in two stages.

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

These guidelines currently penalise people in our country for being poor, which is not good enough. Please go further to minimise the damages caused to people in these communities by:

- banning disconnection and reconnection fees when people can't afford to pay their bills.
- ensuring that prepaid electricity is not more expensive than pay-monthly plans.
- publishing quarterly disconnection data (including prepay).

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

Submissions close 5pm 2 October 2023.