

Improving the Consumer Care Guidelines

Name:

Jane Carpenter

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 own review showed that retailers are not consistently following the Guidelines. That is causing harm to consumers. Please commit now to making the full set of guidelines mandatory.

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. The Electricity Authority's own review showed that retailers are not consistently following the guidelines. That is causing harm to consumers. Please commit now to making the full set of guidelines mandatory & monitor compliance.

Option 3 does not sufficiently protect consumers. Please commit now to making ALL the Guidelines mandatory.

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

~~Yes~~ Please protect people who are penalized for being poor.

• Please ban disconnection & reconnection fees when people can't afford to pay their bills.

• Please ensure prepay electricity is no more expensive than pay-

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

Submissions close 5pm 2 October 2023.

• Please publish quarterly disconnection data (including prepay)