

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

I do not agree - as option 3 does not protect consumers enough.

Please make all guidelines mandatory.

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

- * A ban on fees for disconnections & reconnections for those that can't afford to pay bills
- * Prepaid electricity should not cost more.

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

Submissions close 5pm 2 October 2023.

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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! Consumers are harmed by guidelines not being followed. Retailers have an option to follow guidelines - which I feel should be changed to being compulsory.

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 all other parts should be compulsory.

Part 9 - fees & bonds need to be regulated.