

Improving the Consumer Care Guidelines

Name: Jax Clark

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. and they are causing harm - especially for our most vulnerable

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 other parts need to be made mandatory too.
If only 48% of retailers aren't following guidelines -
what is mandatory needs review

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No - customers are not protected
no - we need All guidelines to be mandatory.
to ensure reasonable fees, and
communication - particularly ensuring
there are no surprises around disconnection -
reconnection fees!

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

BAN disconnection / reconnection fees when people
can't afford to pay bills!

Pre-pay power should not be more expensive
than pay-monthly plans.

Publishing disconnection data means power companies
must be accountable!

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

Submissions close 5pm 2 October 2023.