

Improving the Consumer Care Guidelines

Name: Jean Malcolm

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 guidelines should be made mandatory so that all retailers follow these, ensuring that our most vulnerable people ~~are~~ don't slip between the cracks. We need to help each other to ensure all are cared for

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, these parts of the guidelines are the most concerning but all parts need to be mandatory

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Option 3 is not enough; more protection is needed
ALL guidelines need to be mandatory,
If you need to do this in 2 stages, then
PLEASE add Part 9 (fees) to the first stage

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

Ensure that pre-pay electricity is no more expensive
than pay-monthly plans

Remove disconnection/reconnection fees

Publish quarterly disconnection data

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

Submissions close 5pm 2 October 2023.