

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 - I'm concerned that the lack of mandatory guidelines makes the onus on customers, who are sometimes ~~very~~ without power (literally~~ly~~ and figuratively). Power companies need to be held to account, especially for how they treat their poorest customers. There needs to be commitment to making the full set of guidelines mandatory and have appropriate enforcement to ensure compliance.

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?

I agree that these are important and prevent harm, but I don't agree it is sufficient to protect ~~the~~ customers. The full set needs to be mandatory to ~~make~~ protect everyone.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

i do not agree with this. If stages are needed, Part 9 (fees) should be implemented ~~now~~ in the first stage

Reasonable fees, clear communication and pre-emptive information around disconnection should not be voluntary and should be mandatory. Without this there is little incentive for companies to follow them and the people who pay the price are the most vulnerable customers.

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

- banning disconnection/reconnection fees ^{that occur} because of financial hardship
- Many low-income families end up on higher unit-price plans via prepay. This is doubly unfair. Power unit prices should be the same regardless of pre-pay or pay monthly
- data on disconnections should be published

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

Submissions close 5pm 2 October 2023.