

# 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. Retailers are not consistently following the guidelines.  
This is detrimentally affecting low-income families.  
Rules should be 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 all parts should be compulsory. There is  
no incentive for retailers to comply.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No - please make all guidelines mandatory.

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

Poor families need protection from disconnection & reconnection fees being applied. Electricity is a basic right in our society. Please ensure that prepay electricity is affordable. Please publish all quarterly disconnection data including prepay.

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.

## 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.

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