

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?

Nope, harm is being caused to consumers which would not be happening if these were ~~necessary~~ mandatory. Actually committing to the guidelines would make a difference.

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 however there are still more guidelines that need to be mandatory as well.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Unfortunately no, You need to commit to making ALL Guidelines mandatory
option 3 isnt sufficiently protecting the consumers.

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

People should NOT be discriminated against by how much money they have.
The pay-monthly plans needs/shoud be the same price as prepay electricity which is used by alot of low income households.
ban disconnection & reconnection fees needs to happen
including pre pay in a published quarterly disconnection data information

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.