

Improving the Consumer Care Guidelines

Name: Louis

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why. No. The guidelines should be mandatory as authorities are ignoring them.

Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

No. The authorities are not addressing the guidelines as they have admitted. Consumer care rules must 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?

Absolutely. This said all the other parts need to be mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. It doesn't protect consumers enough.
Please commit now to making
all the guidelines mandatory.

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

The rules, we, must protect people
who get 'penalised' for not
having money. So like, ban
disconnection/reconnection fees!
Also Propan electricity 'must' be cheaper
than pay monthly fees/plans!

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

Submissions close 5pm 2 October 2023.