

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

Absolutely NOT! Given that 48% of retailers are not following them (per EA's June '23 review)

I had believed that it was mandatory for medically dependent consumers to be guaranteed not being cut off, following the 2007 death in Tamaki Makurau.

I believe secure affordable electricity supply is a human right in a developed (or any!) country, like Aotearoa/NZ.

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?

All parts of the Guidelines that prevent harm ~~within~~ should be mandatory; and there should be enforced penalties for breaches.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

I'm really shocked that ^{all of} these guidelines are not already mandatory.

This sets up people on low incomes to become stuck in spiralling debt, & has negative flow on effects in terms of living in cold, damp & insecure housing situations. The negative social, health and cultural effects of worsened poverty, especially amongst Māori, Pasifika, and other marginalised communities.

Power retailers are not being publicly held to account ~~when~~ about their profits in light of human rights being broken.

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

Quarterly publication of disconnection numbers including prepay needs to be instated.

And disconnection & reconnection fees are criminal & should be banned !!

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

Submissions close 5pm 2 October 2023.