

From: [Melanie McKenzie](#)
To: [ConsumerCareConsultation](#)
Subject: Fw: Electricity Commission submission.pdf
Date: Monday, 2 October 2023 9:37:30 pm
Attachments: [Electricity Commission submission.pdf](#)

Attached are submissions from our kids Eliot 12, Jamie 9 and Grace 6. Our family is really keen that low income electricity users get particular safeguards for disconnection and don't pay more for prepay power - as we've known people in the past (a person with mental health challenges in our street) where reconnection fees made it impossible for them, already struggling financially to get back on a stable track. The lack of heating and cooking facilities at that point pushed her into a much worse space, and the fees were just so far above her weekly income we as a community loaned the money.

Please urgently review this area to ensure the fees people pay are reasonable given household income levels. Eg. A \$200 fee might take weeks to save for if you're on a very low income.

Many thanks,

Mel, Tim, Eliot Jamie and Grace McKenzie
Wellington

Sent from [Outlook](#)

From: Melanie McKenzie [REDACTED]
Sent: Monday, 2 October 2023 9:16 pm
To: Melanie McKenzie [REDACTED]
Subject: Electricity Commission submission.pdf

Sent via the Samsung Galaxy S9, an AT&T 5G Evolution capable smartphone