

Improving the Consumer Care Guidelines

Name: Nadine Toy

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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- There is no way to ensure "guidelines" are fulfilling their purpose if they are not enforceable.

I worked for an electricity provider & have dealt with multiple customers who were ^{highly} distressed about the level of debt they were in, in some instances to the point where we had to call Police to check in on clients welfare. People should not be ~~in~~ in this position over the provision of a basic service that is required to uphold peoples human rights to adequate shelter.

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 other parts need to be mandatory

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No - All the guidelines need to be mandatory as soon as possible.

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

- ★ Ban disconnection + reconnection fees (or ban disconnecting supply altogether)
- ★ Prepay electricity should not be more expensive than monthly plans (if anything it should be cheaper as it is guaranteed payment)
- ★ Publish quarterly disconnection data (including prepay).

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

Submissions close 5pm 2 October 2023.