

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

No. The Electricity Authority's own review showed that retailers are not consistently following the Guidelines mandatory, and monitor compliance.

I'm worried about families who fall into debt from unfair disconnection/reconnection fees, or unfair pre-paid plans.

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 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. Option 3 does not sufficiently protect consumers.

Please commit now to making ALL the Guidelines mandatory.

If you need to action that in two stages, please add Part 9 (fees) to the first stage.

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

Please protect people who are being penalised for being poor.

- ban disconnection and reconnection fees when people can't afford to pay their bills.
- ensure that prepay electricity is no more expensive than pay-monthly plans.
- 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.