

## 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, a 2023 review ~~found~~ found that around half (48%) of all retailers were not following the guidelines. This clearly shows that they need to ~~strengthen~~ strengthen the guidelines and make them compulsory to protect the people.

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?

They are, however, all the guidelines are important, and all need to be made legally mandatory for power company, to follow, not just 2, 6, 7 and 8.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, option 3 doesn't ~~pro~~ do far enough to protect all people, who require the use of the power. Please commit to make all of the current Guidelines mandatory

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

- Ban disconnection + reconnection fees for those who can not afford to pay their bills.
- Please publish quarterly disconnection date.
- Pre-pay electricity should not be more expensive than ~~pre~~-pay monthly plans

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.