

Improving the Consumer Care Guidelines

Name: Persis Pautique

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. That is causing harm to consumers. Please commit now to making the full set Guidelines mandatory, and monitor compliance.

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~~ 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 ~~2~~ 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 fees for disconnection and reconnection.
- make prepay, affordable.
- Publish disconnection data

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

Submissions close 5pm 2 October 2023.