

Improving the Consumer Care Guidelines

Name: Rachel Tovey

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, I think that the guidelines are falling short of providing consumers basic human rights when it comes to healthy & safe living. Because retailers are not consistently following the guidelines, people are being harmed. It's concerning that the guidelines don't have to be followed strictly, because people are paying ~~the~~ for power, for the sake of wellbeing - we live in a country which has cold winters, and housing conditions can be poor. It's worrying that power companies can capitalise on poverty / insufficient support to get more money out of people while they may not have enough.

Please make the full set of guidelines mandatory to hold electricity companies to account.

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 there ~~are~~ ^{are other} ~~are other~~ guidelines ~~should~~ which should also be mandatory/required

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, I think part 3 isn't enough because it's insufficient. It leaves consumers vulnerable still. All of the guidelines should be made mandatory.
If this needs to be done in more than one stage, please add the fees section to the first stage, that's section 9.

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

Please protect the poor, many are penalised for their vulnerability.

→ ban disconnection and reconnection fees when people can't afford to pay their bills.

→ Many low income households use prepay electricity - please make sure this is not more expensive than pay-monthly plans

→ please publish disconnection data every 3 months.

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

Submissions close 5pm 2 October 2023.