

Improving the Consumer Care Guidelines

Name: Rebecca Sim

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, retailers need to follow guidelines.

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?

Do not agree, I believe they should all be mandatory.

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 guidelines mandatory.

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

I would like to see power not be allowed to be turned off for people, especially those on oxygen masks to sleep and other medical needs.

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

Submissions close 5pm 2 October 2023.