

Improving the Consumer Care Guidelines

Name: RICHARD HAWKES

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. Please commit to making the full set of guidelines mandatory. Retailers not consistently following the Guidelines, causing harm to consumers

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?

Please commit to making ALL the guidelines mandatory. Option 3 does not protect consumers enough.

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

- Please ban disconnection + reconnection fees when people can't afford to pay their bills.
- Please ensure prepay plans are no more expensive than pay monthly plans.

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

Submissions close 5pm 2 October 2023.