

# 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, The EA's review showed that retailers are not following the guidelines well or consistently. This is causing harm to consumers. Please can the full set of guidelines be made 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, but all the other parts should be mandatory.

# Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, this does not go far enough in protecting customers.

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 or injured or handicapped
- ban disconnection or reconnection fees when people are unable to afford to pay bills.
  - pre-pay should be no more expensive than other plans.
  - please publish quality disconnection data (including prepay).

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

Submissions close 5pm 2 October 2023.