

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 Electricity Authority's own review showed that retailers do not consistently follow the guidelines. That increases potential for harm to consumers. Please commit to making the full set of guidelines mandatory. Please also establish monitoring of compliance to the 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?

[Yes, but please make the other parts mandatory as well.](#)

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, this option does not protect consumers sufficiently. Please commit to making ALL the guidelines mandatory. If there is a need to split this in stages please add Part 9 (fees) to the first stage of implementation.

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

Please stop people who are lower income and poor from being penalised by:

- i) Please ban disconnection and reconnection fees for people who can't afford additional fees when they are already struggling to pay their bills
- ii) Please ensure that prepay electricity charges (used by many low income households) are no more expensive than pay monthly plans
- iii) Please make public, data for disconnections (including prepay) quarterly.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.