

Improving the Consumer Care Guidelines

Name: Ros Booker

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. They are currently unjust and unfair and harmful to consumers, especially those on low incomes

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 parts should be mandatory

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No as it does not sufficiently protect and provide for consumers.
All guidelines need to be mandatory.

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

Penalties such as disconnection and reconnection and the fees involved.

The cost of prepay electricity should not be more expensive than other electricity so poor people are not disadvantaged.

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

Submissions close 5pm 2 October 2023.