

Improving the Consumer Care Guidelines

Name: Rose Robinson

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?

The recent review of whether power companies are adopting the Guidelines showed that the majority are not. To follow the Guidelines cares for electricity consumers, but with them being voluntary this makes consumers vulnerable to the whim of power companies. The Guidelines should be made mandatory. I am especially concerned about those who are medically dependant on electricity: like my sister who uses an oxygen machine at night.

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 other parts of the Guidelines need to be mandatory too!

Make the whole thing mandatory in one go: so electricity providers do the work once & properly.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 doesn't go far enough to protection/caring for New Zealanders. I support all Guidelines being mandatory and ask you to make this change.

I also want to add that part 9 is very important. If you do do a two-step introduction, please add 9 into Stage 1.

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

There are insufficient protections for the poor in the current guidelines. In particular I have an issue with disconnection & reconnection fees: this traps people in a needless cycle of poverty!

please also ensure that prepay electricity isn't more expensive than pay-monthly, as this penalises prepay users. Please publish quarterly disconnection data, (including prepay) so we can see this info.

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

Submissions close 5pm 2 October 2023.

Nga mihi!!