

Improving the Consumer Care Guidelines

Name: Scott Reeve

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 revealed that guidelines aren't being followed. It worries me that those who are vulnerable may lose power which may have negative and/or fatal effects on health.

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 it should all be mandatory

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No.

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

- Ban disconnection and reconnection fees.
- Limit the cost of prepay electricity
- publish quarterly disconnection data.

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