

Improving the Consumer Care Guidelines

Name: Stephen King

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 fact that punitive charges for re-connection and exploitative differentials in pricing for prepaid customers
→ means it^{*} is not protecting people.

* 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 all other parts should be mandatory → why have it only as a suggestion?

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No! insufficient protection!

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

Disconnection and exploitative pricing of the poor are outrageous!

How can you let this happen and pretend that people can be protected

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

Submissions close 5pm 2 October 2023.