

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

Not at present. EA's review shows retailers aren't following their guidelines.

That's harmful for consumers. The fact that guideline adherence is voluntary means that there is no consistent way to make sure that consumers are cared for by power companies.

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 I think other parts should be mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Preference: No. Consumers aren't sufficiently protected by option 3. Commit to make all guidelines mandatory.

- Add part 9 (Fees) in first stage if you need to roll out in two stages. Prioritise this please.

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

Protect our poor and those penalised for their inability to make ends meet.

- Ban disconnection/reconnection fees when bills are unaffordable for people to pay
- Prepay electricity shouldn't be more than paymonthly plans.
- Publish disconnection data (inc. prepay) quarterly.

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

Submissions close 5pm 2 October 2023.