

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

Given the fact that the guidelines are voluntary and not mandatory, they aren't. Through self-assessment, electricity retailers have shown that they're only complying with 48% of the guidelines. If they're not forced to look after customers (even on the most basic level), they have shown that they won't do so.

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 - in particular, consumers - who are medically reliant on electricity should be guaranteed not to be disconnected.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Retailers have proven that they won't prioritise ~~the~~ non-compulsory guidelines, so all guidelines should be made mandatory. Those who are medically reliant on electricity should have confidence that their power company knows they rely on it, and therefore won't disconnect them.

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

Disconnection fees should be completely banned. Given the extortionate profits retailers collect, the cost incurred from a manual or electronic disconnection should be absorbed as a regular business cost.

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

Submissions close 5pm 2 October 2023.