

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

No! As we have seen by the review retailers are not consistently following the Guidelines. This is not good enough and is causing harm to many consumers and is a risk to consumers wellbeing. It is important that a commitment is made to making the set of Guidelines mandatory and with minor compliance. Please make this commitment for the good of our under priviledged population.

If ~~these~~ rules remain voluntary people who are dependant on power for livelihood and health reasons are at a high risk.

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 I agree but the other guidelines need to be mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 does not sufficiently protect consumers. Please commit now to making All the guidelines mandatory.

If you need to action that in two stages I would recommend adding Part 9 (fees) to the first stage.

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

There needs to be a priority to protect people who are penalised for being poor or having unpredictable income due to benefits or health issues pausing casual jobs.

- Ban disconnection and reconnection fees for people when they can't afford to pay their bills.

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

Submissions close 5pm 2 October 2023.