

## Improving the Consumer Care Guidelines

Name: Abigail Sims.

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 guidelines are not being followed. This is harming New Zealanders. Please make the full set of guidelines mandatory and monitor compliance!  
We need to look after those most in need in our communities.

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 the other parts need to be made mandatory.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

NO. ITS insufficient to protect consumers.  
Please make all guidelines mandatory.

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

Please ban disconnection and re-connection fees when people can't afford to pay their bills.

please ensure that prepay electricity is no more expensive than pay monthly plans.

Please publish quarterly disconnection data (including prepay).

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.