

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. The fact that these guidelines are voluntary means that there is no real protection for consumers, particularly those who depend on electricity to stay alive, avoid getting sick and those who can't afford to a post pay plan. The EA's own review showed that retailers are not consistently following the guidelines. Minimum standard need to be enforceable.

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 mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. ~~option~~

All of the guidelines need to be mandatory, and option 3 does not sufficiently protect consumers.

If you need to take action in two stages, please add 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?

You need to fulfill your role in ~~protecting~~ ~~keeping~~ ~~the~~ ~~power~~ protecting consumers for better. Please protect people who are being penalised for being poor - action is needed urgently to:

- ban disconnection and reconnection 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.

Submissions close 5pm 2 October 2023.