

## 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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, because they are not mandatory.  
- people are falling into debt and people, especially children are being harmed by cold/powerless houses.

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 all parts should be mandatory to prevent harm for most vulnerable consumers

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3? No!

Not enough! Option 3 doesn't sufficiently protect customers, especially from expensive disconnection and re-connection fees! Please commit to making all mandatory and especially parts 9, 8, 7, 6, 2 and 3.

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

Ban disconnection + reconnection fees

Ensure prepay is not more expensive than pay-monthly

Publish this data about fees + prepay stats.

→ See everybody connected website.

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

Submissions close 5pm 2 October 2023.

Thanks.