

Improving the Consumer Care Guidelines

Name: Alana Hanawa - Lokotakala Email address:

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. I am concerned that the Guidelines aren't mandatory.
I am concerned for people on the lowest incomes & how because these Guidelines are optional

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 that these parts cause the most harm to people who are already vulnerable.
Companies should be seeking to protect, not penalise, people that are struggling the most economically or are dependent on power to live. 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. Please commit now to making
All the Guidelines mandatory.
If you need to action that 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?

Please protect people who are being penalised
for being poor. Please ban disconnection &
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

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

Submissions close 5pm 2 October 2023.

(including
prepay).