

Improving the Consumer Care Guidelines

Name: [REDACTED]

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.

name and email.

Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

Consumer rules must be consistent for all providers
My experience is and has been fine as I am literate and able to understand and make sensible decisions.

My experience over the last 25 years with tenants who are vulnerable is that they do not always understand or interpret the written word well enough to make decisions -
So easily get in debt.

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 and again vulnerable low income people do not understand enough to make good decisions.
Good communication in understandable language is vital.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

If guidelines are mandatory rules across all retailers there would be less risk of low income households and vulnerable users getting into debt and risking vital needs being met and getting into debt.

And consistent and fair competition across providers.

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

prepaid fees should not be based on a higher cost but consistent with fair and equitable pricing. Prepaid should be available across all providers.

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

Submissions close 5pm 2 October 2023.