



02 October 2023

Electricity Authority
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consumercareconsultation@ea.govt.nz

Consultation on Improving the Consumer Care Guidelines

Background

CAB provides a free, confidential, and independent service of information, advice, and advocacy. We help people know and understand their rights and responsibilities, feel empowered to act on them, and find the community services they need. When we see that policies or laws aren't working well for people, we act as a voice for positive social change.

Our service is provided from over eighty locations around the motu by our 2,000 trained CAB volunteers. In the past financial year, the CAB assisted with 326,328 client interactions across the range of issues that affect people in their daily lives. Every time a person seeks the CAB's help, we record what they sought help with and what we did in response; this gives us unique information about the issues affecting people in communities nationwide.

Consumer Care Guidelines

Citizens Advice Bureaux New Zealand (CABNZ) supports the submission of the Consumer Advocacy Council (the independent advocate for residential and small business electricity consumers in Aotearoa New Zealand) to the Electricity Authority on the options to update and strengthen the Consumer Care Guidelines.

If you have any questions, please do not hesitate to get in touch via the contact details below.

Kerry Dalton
Chief Executive

Contact person:
Louise May
National Policy Advisor

