

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. Retailers are not following the Guidelines & this is actually causing harm to consumers. Please make it mandatory!

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 other parts are also very important

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 does not sufficiently protect consumers. Make all the guidelines mandatory

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

Protect ~~pay~~ people who are being penalised for being poor: - Publish disconnection data
- Please ban ~~connect~~ disconnection & reconnection fees
- Ensure prepay is the same price & not more expensive than other methods of payment

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

Submissions close 5pm 2 October 2023.