

**From:** [David Avery](#)  
**To:** [ConsumerCareConsultation](#)  
**Cc:** [REDACTED]  
**Subject:** Improving the Customer Care Guidelines  
**Date:** Sunday, 24 September 2023 1:22:15 pm

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Dear Sir/Madam

Herewith is my response to the Electricity Authority Guidelines.

1. The electrical retailers are not always following the Guidelines, which is causing a detrimental affect to consumers. The full set of Guidelines should be made compulsory.
2. I agree that the parts 2,6,7 & 8 are the parts of the Guidlines that prevent the greatest harm from occurring to customers, but the other parts need to be mandatory too.
3. Option 3 does not sufficiently protect customers. Please make ALL Guidelines mandatory. If you need to action that in two stages, please add Part 9 (fees) to the first stage.
4. Issues that fall outside the current Guidelines are:-
  - a. Protection of the poor who are being penalised.
  - b. Banning of connection & reconnection fees.
  - c. Pre-pay electricity should be no more expensive than monthly accounts.
  - d. Quarterly disconnection data should be published.

Yours sincerely

David Avery