


Improving the Consumer Care Guidelines

Name: Esmé fitt 

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. The EA has published data earlier this year which shows ~~a~~ many power & companies do not follow the guidelines. The content of the Guidelines is important, but they are not being followed.

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 - in particular part 9 are very important too. Unreasonable fees can push already struggling consumers into further debt and inability to pay for their power.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. I believe all of the ~~Guidelines~~ Guidelines should be made compulsory immediately. In particular, if part 9 (fees) is not included, I am fearful that any costs involved in adhering to parts 2, 6, 7 and 8 from electricity providers may be passed on to consumers without accountability.

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

please protect most vulnerable consumers by:

- Banning disconnection/reconnection fees
- Investigating, publishing data on, and ensuring fairness of the pre-pay power system. So that it is a real option for those struggling to pay bills.

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

Submissions close 5pm 2 October 2023.