

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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. The guidelines are NOT being followed, to the detriment of consumers, there is no one monitoring compliance either.

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. all parts need to be mandatory though

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Guidelines must be mandatory.

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

Why must there be disconnection fees, reconnection fees - people who have been disconnected don't have the money to pay these fees, let alone their electricity bill!

pre-pay must be the same price as regular monthly plans - it is the poor who need help and many of them use pre pay.

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

Submissions close 5pm 2 October 2023.