

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?

Considering the Electricity Authority's own review showed only ~~48~~ 52% of retailers were abiding by guidelines, there is a clear need for enforceability and an obvious failure ~~for~~ of the guidelines to deliver on their purpose.

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?

Those are the most critical to customer care, but it's vital all parts are mandatory.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Part 1 and 3 of ~~option 2~~ these the guidelines are utterly essential, especially for the most vulnerable customers - those with communicable difficulties ~~over~~ or those in material hardship.

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

Making the current ~~of~~ guidelines mandatory is utterly essential, and should be a priority. Future consultations should address equitable care and perhaps further review whether significant enough progress has been made since that consultation on customer care.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.