

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

Clearly it is not working if 48% of retailers are not following the guidelines.

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

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Option 3 does not protect my family enough.

I have a child who is medically dependant on power. Our current provider (of 17 years) has this noted but I was too time poor and had heard horrific stories of other companies cutting other medical families off so I didn't change.

Last month after a bill I couldn't afford I finally had a friend research and I changed plans. This months bill was 45% of the previous month and had been a stressful process to switch (Whatsapp as no phones answered).

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

Prepay would suit my poor family better but isn't cost effective. Supporting vulnerable customers with competitive rates would be helpful.

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

Submissions close 5pm 2 October 2023.