

Improving the Consumer Care Guidelines

Name: *Fiana Rebertan*

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 I think as they are only voluntary, they are not universally adopted and lack any regulatory "teeth" then if they were compulsory for power companies

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 I would like them all to be mandatory.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, option 3 does not sufficiently protect consumers. Please commit now to making all of the guidelines mandatory. If you need to act in two stages, please add Part 9 (fees) to the first stage.

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

Please ban disconnection + reconnection fees

Please ensure that prepay electricity is no more expensive than pay monthly plans

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

Submissions close 5pm 2 October 2023.