

Handwritten submissions can be scanned (or photographed) and emailed to ccc@ea.govt.nz or sent to: PO Box 10041, Wellington 6143
Deadline 5pm Tues 10 September.

Submission form for consumers

Name:

Aleisha Halbert - Patt

Please indicate if you are okay for your name to be published:

- Yes No - please publish my submission anonymously

We won't publish your contact details if you are submitting as a consumer. If you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below. We will take this into account when deciding whether or not to publish that part of your submission.

However, please note all submissions received by the Authority, including any parts the Authority does not publish, can be requested under the Official Information Act 1982. This means the Authority would be required to release material not published unless good reason existed under the Official Information Act to withhold it. The Authority would normally consult with you before releasing any material that you said should not be published.

The following parts of my submission should not be publicly published:



I understand

What describes you best?



Consumer



Other - please describe:

If you are submitting on behalf of an organisation or group, please provide the name of that organisation or group:

Hello Electricity Authority!

→ That's great

I've heard you are introducing new Consumer Care Obligations. I'd like to say...

Power companies should:

- assist people to address their debt by connecting them with advocates/social workers
- stop disconnection fees
- publish if you could be getting a more effective/affordable power plan
- visit people before disconnecting them (more understanding of context)
- make prepay prices equivalent to postpay.
- bills written in clear language so people can understand them more (increase transparency)
- compensate for consumers who are wronged and respond efficiently to complaints

Take a photo of this (plus your contact details on the back) and email to ccc@ea.govt.nz before 5pm Tuesday 10 September.