

Submission form for consumers

Name: Amy Piper

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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: _____

Question 1: Do you agree with our approach to making operational improvements to the Guidelines?

Yes No

Do you have any other comments: Yes, I'm excited to have the new rules. As a uni student I feel more positive about going flatting knowing that at least my power will be well-protected!

Question 2: Do you agree with the new outcomes we have developed?

Yes

No

Do you have any other comments: The ones you have made are great. Make sure to include how consumers are going to know about them, so that consumers can actually gain the ~~the~~ benefits of the outcomes.

Question 3: Do you have any concerns about retailers monitoring your electricity usage?

Yes

No

Do you have any other comments: —

Question 4: Do you agree with the proposed operational improvements we have made to this area of the Guidelines? (Protecting consumers experiencing payment difficulties).

Yes

No

Do you have any other comments: Make sure these guidelines are very firm and pro-consumer. Make sure all efforts are made to reach consumers before disconnection — this needs to mean writing in person!! People's literacy rates are low and their lives are busy. They may not understand or read written communications.

Question 5: Do you agree with our proposed operational improvements for medically dependent consumers?

Yes

No

Do you have any other comments: Make sure that rules surrounding medically dependent customers are very strict with harsh penalties, given the serious consequences for the consumer. Please include a clause that power companies cannot refuse to take someone on as a customer because they are medically dependent, as otherwise power companies may sidestep rules this way & medically dependent consumers might be left with few options.

Question 6: Do you agree with our proposed approach to improve monitoring and compliance?

Yes

No

Do you have any other comments: Penalties should be reasonably harsh and proportional to company size (to make it fair on smaller companies & effective for bigger companies). Complaints should be easy to make and addressed quickly, and the Electricity Authority should be made aware of complaints (resolved or not)

Question 7: Do you agree with our assessment, that the benefits of mandating the Consumer Care Guidelines will outweigh the costs?

Yes

No

Do you have any other comments: Yes!!! Thank you so much for making them mandatory.

Do you have any other comments on the proposed Consumer Care Obligations? ^(for unpaid bills)

Please ban disconnection & reconnection fees! The best way to care for consumers is to not beat them while they're down. These fees affect ~~the~~ the most vulnerable consumers, ~~with causing~~ them a lot of pain, ~~and be for not~~ particularly much financial. The fees make not much difference to companies' finances but a huge difference to vulnerable people.

Require transparency when it comes to fees - whether customers are on the cheapest plan ~~or not~~

- Make sure prepay remains as cheap as ~~the~~ post-pay!!!

