

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

## Submission form for consumers

Name: [REDACTED]

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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

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

- I support making Consumer Care Obligations mandatory
- I urge you to ban disconnection/reconnection fees
- I urge you to prohibit companies from charging more for prepay than their cheapest post-pay plan
- I urge you to make it very clear that companies may not refuse or discontinue service to ~~be~~ customers who are, or become, medically dependent on power
- To add teeth to the Consumer Care Obligations these should be:
  - <sup>significant</sup> penalties on companies that breach the rules
  - compensation for consumers who are wronged

This process should be designed to be easy for the consumer to navigate & receive compensation.
- Companies should be required to break down their fees & show transparently how these relate to actual costs, for if a consumer requests this. Companies should have to make this information publicly & transparently available to enable consumers to make informed decisions. Standard information should also have to be included on bills. Further, companies should also check if consumers are on the cheapest plan available for their usage and inform them if there is a cheaper plan available.
- Ample effort must be put into not disconnecting people from power when ~~it is not~~ the consumer's <sup>does not wish</sup> choice to end the contract. This should include calling and visiting the consumer to fully understand their situation and walking through options. Access to power is so important, including for warmth, education, cooling and light.

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