

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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

Hello Electricity Authority!

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

That I heartily support the introduction of the new requirements. My main concern is that there be adequate monitoring and enforcement of these. If there is no 'teeth' to the obligations then we are effectively back where we were with voluntary adherence. Hand in hand with that is empowering consumers to know their rights and being to navigate the complaints process.

It is also essential that ~~those~~ the most vulnerable be protected i.e. medically dependent consumers and those having the greatest difficulty affording electricity. Disconnection and re-connection fees must go!

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