

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:

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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

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

I personally find it incredibly difficult to understand whether the power plan I am on is the most affordable or fair plan for me. Despite tools like Powerswitch, I have struggled in the past to get the information I need to use this tool effectively. I think it is an issue that it is so hard to access information about use of an essential service. Therefore, I would love to see in the consumer care guidelines:

- Rules around publishing what plan a consumer is on, and how this plan compares to others.

In addition to this, I would like to see:

- Rules around proof of communication needed before a disconnection is made
- Removal of all disconnection fees
- Rules around prepaid plans requiring to be holistically the same as a comparable post-pay plan
- Clear means of monitoring and consequences for not adhering to guidelines.

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.