

Submission form for consumers

Name: Frank Lawton

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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

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...

Thank you for making them compulsory! Power is an essential service, so companies should be forced to be fair & reasonable! Please make sure fines are severe enough that companies follow the rules, & feel the pain if they don't. Please make sure it's clear, easy, & worthwhile for consumers to complain - better yet set up an auditing process so that it's not all on consumers. And Ban Disconnection fees! It's not too late, this is going to be a hard winter in 2025 - companies don't need these fees

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