

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:

Holly Morton-Chong

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you consider that the Authority should not publish any other part of your submission, please explain which part should not be published, and why, in the box below.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 The Authority would normally consult with you before releasing any material that you said should not be published.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

Thank you for making the Consumer Care Guidelines into Obligations
Here are some things I'd like to see included in these and
enforced for power companies:

- Removing all disconnection and reconnection fees for customers.
- that companies have to physically visit homes that they are planning to disconnect the power on, to speak face-to-face to customers.
- to make clear company power comparisons on their websites or easily available so that customers can compare package prices of power across companies
- I think there needs to be clear, consistent and significant penalties for power companies that breach ANY of the Consumer Care Obligations

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