

NEW RULES FOR POWER COMPANIES

To

The Electricity Authority Te Mana Hiko

Contact details

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Chair Takahiwai Maori Committee

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Feedback

Takahiwai Maori Committee **supports** the Electricity Authority Te Mana Hiko changing the rules, so that power companies are set rules that are binding, rather than voluntary 'Consumer Care Guidelines' with no consequences when the companies do not follow them.

Alwyn Pool reported in the Northern Advocate recently that:

... The average per capita income for New Zealand is \$47,175. That generated in Northland, as a whole, is \$39,139 and for the Far North is \$35,406. This clearly correlates with the percentage of the working-age population being on benefits. Nationally this is 10.2%. In Northland it is 16.9% and in the Far North 21.5%. Some of the towns and suburbs from Whangarei north present with genuine poverty and, especially in the hottest parts of summer, even water can become scarce and Coke is half the price of Pump.

As the Chair of the Takahiwai Maori Committee (TMC) that is based in a rural Maori settlement on south bank of the Whangarei harbour, the new rules for power companies are welcome. Meridian Energy Ltd and Transpower are both located on the land 'owned' by the Te Parawhau Hapu; namely Te Poupouwhenua. TMC strongly supports rules for the power companies that:

- Ensure the companies' fees are **tika**, that is "good and right" for all people.
- Do not penalise the owners of the land at Te Poupouwhenua because we are not wealthy and powerful;
- Ban disconnection fees.
- Ensure the electric power is not cut off because people are sick.
- Ensure the companies communicate with all people concisely and coherently, namely no jargon.
- Require the companies to tell the people, especially the poor, aged, and chronically ill people that we are on the cheapest place;
- Make prepay prices fair.
- Ensure that the penalties are large enough to motivate the power companies to follow the rules; and
- Ensure that there is a clear path for the users of their energy product to make complaints and receive compensation.

Naku noa na Mere

A handwritten signature in black ink, appearing to be 'M. K. P.' or similar, written in a cursive style.

27 August 2024