

More struggle with high power bills – TVNZ.co.nz, 2 August 2006

The Electricity and Gas Complaints Commissioner says she is getting an increasing number of complaints from people who cannot afford to pay their power bill.

Last month the Federation of Family Budgeting Services warned that soaring electricity prices were forcing some people to have their power disconnected.

Commissioner Judi Jones says it is not in her jurisdiction to deal with affordability problems.

But she says Electricity Commission guidelines have assisted in establishing protocol for retailers, such as helping customers who cannot pay their bill.