

Appendix A Format for written submissions

If you would prefer to make a verbal submission, please see section one for more information.

Submitter	
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Questions	Comments
Q1. Do you agree or disagree with our view that the Guidelines are not delivering on their purpose or intended outcomes? Please provide any supporting evidence.	The Electricity Authority should commit now to making mandatory and strengthening all protections in the Consumer Care Guidelines as fast as possible.
Q2. Do you agree the policy objective should be delivering the purpose and intended outcomes of the Guidelines? If not, why not?	
Q3. Do you consider the Guidelines' recommendations, purposes, and intended outcomes continue to reflect general industry consensus? Note in this question we are seeking your views on the Guidelines' content; not whether they should be mandatory.	
Q4. What do you think about our approach to limit options to areas covered by the current Guidelines?	
Q5. What issues that fall outside of the current Guidelines would you like to see us consult stakeholders on in an issues paper to be released by mid-2024? If possible, please provide any initial evidence on these issue areas.	
Q6. Are there other interpretation issues or areas of the Guidelines that you consider need to be	

clarified, that do not significantly amend or extend the Guidelines?	
Q7. Do you agree that parts two, six, seven and eight are the parts of the Guidelines preventing the greatest harm from occurring to domestic consumers?	Yes, but the other parts are also very important and the Electricity Authority should commit now to making the FULL set of Guidelines mandatory as soon as possible.
Q8. Are there any other options you think we should consider?	Please go ahead with Option 4 and commit now to mandating the full set of the Guidelines. If the work must be done in two stages, please include Part 9
Q9. Do you agree with our criteria to assess options? Are there any other criteria you think the Authority should use?	(fees and bonds) in the first stage. But it is important that you commit now to mandating the full set of Guidelines so that this cannot be delayed in future.
Q10. Do you agree criteria four and five should be weighted less than the first three criteria?	
Q11. Do you agree with our assumption that retailers already following the Guidelines should not experience a significant increase in their compliance costs if any part of the Guidelines is mandated?	
Q12. Do you agree that under the status quo, concerns regarding retailer alignment with the Guidelines are likely to continue?	
Q13. What impacts to competition, innovation and efficiency in the retail market would you expect to see for options three and four respectively?	
Q14. For retailers, broken down by Guidelines part, what would the estimated costs to your business be of codifying parts of the Guidelines under option three or four (for example implementation and compliance costs)?	
Q15. What do you think the benefits to domestic consumers will be under options two to four?	Consumers need the protection of all parts of the Guidelines. Only Option 4 provides this.

Q16. Do you agree with our initial assessment of the options against the status quo? If not, what is your view and why?	
Q17. Do you agree with our preliminary view? If not, what is your view and why?	No. I prefer Option 4. Please commit now to making the full set of Guidelines mandatory.