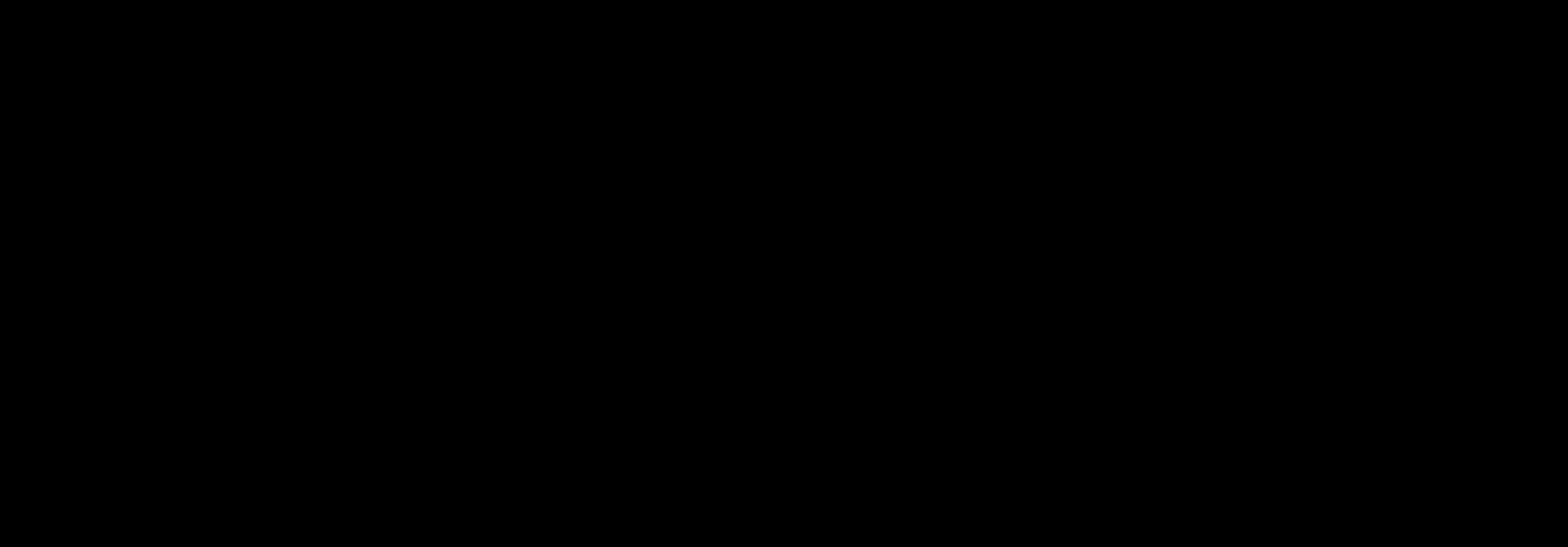


Improving the Consumer Care Guidelines

Name: *Francis Stewart*

Email address:



The Electricity Authority intends to publish all submissions it receives. If you prefer parts NOT to be published, please indicate which parts and why.

Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

I think not - mandatory Guidelines & monitoring would make a huge improvement to /for our People in true need bringing a Positive Impact within our Community and Country

Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumers?

All sections should be considered

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

NO

Our community and country
priding a positive impact with us
to for our people us trust need
more work a made us honor us

What issues that fall outside of the current Guidelines would you like to see us consult on next?

Using a more safe & fair approach about methods
being used on anyone - may need to work with
benefit claimers to work with "WIN2" to have these
options resolved before hand

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.