

# Improving the Consumer Care Guidelines

Name: Gillian Moore

The Electricity Authority intends to publish all submissions it receives. If you prefer parts of your submission NOT to be published, please indicate which parts and why.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?  
No I don't as not all electricity companies are following these guidelines

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?

Yes, these parts are important.

# Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Yes, but all the others are also important.

Initiatives?

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

Part 2: Retailers to publish a consumer care policy as there is currently no accountability by electricity companies

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.