

## Improving the Consumer Care Guidelines

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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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

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. - but other parts need to be mandatory too.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No

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

~~Sorry~~ Please ban disconnection & reconnection fees

Don't make prepay more expensive than pay-monthly.

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

Submissions close 5pm 2 October 2023.