

# Improving the Consumer Care Guidelines

Name: James Gray

Email address:

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 all the guidelines should be mandatory

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. - ~~as~~ all the parts of the guidelines should be mandatory

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

~~The~~ This option does not help or protect those who are ~~not~~ vulnerable.  
The power companies ~~should~~ should ensure that their plans are suitable  
for the individual and not want to be asked

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

The prepay electricity should be the same as the pay monthly  
Disconnection & Reconnection Fees should be banned  
Also all disconnection data should be published

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).  
Submissions close 5pm 2 October 2023.