

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

And make ~~penalties~~ penalties for non <sup>compliance</sup> ~~compliance~~.

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?