

**From:** [Jonathan Oosterman](#)  
**To:** [ConsumerCareConsultation](#)  
**Subject:** Submission on Community Care Guidelines  
**Date:** Monday, 2 October 2023 9:11:01 am

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Kia ora,

Thank you for the opportunity to submit on the Community Care Guidelines. Please accept this email in the place of the online form.

The Guidelines are not currently delivering their intended outcomes. The Electricity Authority's own review showed that retailers are not consistently following the Guidelines. That is causing harm to consumers. The Electricity Authority should commit now to codifying (making mandatory) and strengthening all protections in the Consumer Care Guidelines as fast as possible.

Ngā mihi,  
Jonathan Oosterman

