

Improving the Consumer Care Guidelines

Name: Laury Miller

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, because consumers are not being cared for!

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 the other parts ~~have~~ should be mandatory too.

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Please make all guidelines mandatory!

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

The fees are really brutal & kick people when they're down.

pre-pay plans are HORRIBLE. I can't believe this exists.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.
Submissions close 5pm 2 October 2023.