## Improving the Consumer Care Guidelines

Name: Louis

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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 If you prefer parts of your submission NOT to be published, please indicate which parts and why. No. The guidlines should be mandation as authorities are ignoring them

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Do you think that the Guidelines are currently delivering on their purpose and intended outcomes?

No. The authorities went addressing the guidelies as the have admitted. Consumer care ruled must be mandatory.

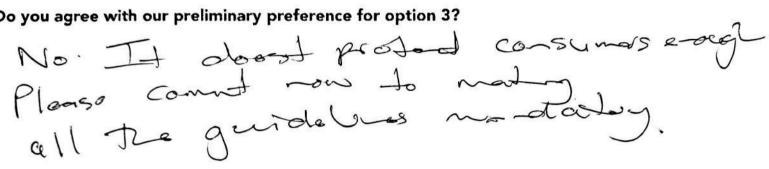
Do you agree that parts 2, 6, 7, and 8 are the parts of the Guidelines that prevent the greatest harm from occurring to consumers? Abcolutely. This said all the other Parts need to be mandatany too.

Gfr :

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

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

The rules, we, must protect people who got 'penalised' for not have many. So like, ban disconcetro fors! Also Prepay electronity innest be cheaper than pay mostly fees/plans! Da

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