

# Improving the Consumer Care Guidelines

Name: Luca Sutherland

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

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

*no*

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. other parts should be mandatory*

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

no, ~~it~~ it does not help/protect consumers

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 get penalised for not having money

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).

Submissions close 5pm 2 October 2023.