

Improving the Consumer Care Guidelines

Name: Margaret / Nicholas

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 and they hit the poor far more than those who can manage regular payments. They are cruel and unjust.

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?

All parts should apply

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

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

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.

Submissions close 5pm 2 October 2023.