

# Improving the Consumer Care Guidelines

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.

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

In part, but I reckon we can do better.

I've worked with home-ventilator dependent clients as part of my ICU work @ Wghm hospital. They really need total reassurance in these scenarios, to not be victims.

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 lets go mandatory for the other sections of it too

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No I don't think it cuts it.

Let's go mandatory in all parts, plus part 9

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

Let's quit reconnecting/disconnection fees.

Let's keep prepay & monthly rates equal or less for prepay.

Let's publish disconnection data to aid clarity to the whole area.

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

Submissions close 5pm 2 October 2023.