

## Improving the Consumer Care Guidelines

Name: *Martin Ryman*

Email address:

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

*I think that the Guidelines should be made mandatory, in full.*

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, I agree.*

*I believe that all the Guidelines should be made mandatory.*

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Option 3, I believe does not sufficiently protect consumers.

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

Everyone needs access to electricity in order to keep warm in winter. Electricity should be made available to all at a reasonable cost, especially those who are disadvantaged.

Please email a photo of your completed form to [consumercareconsultation@ea.govt.nz](mailto:consumercareconsultation@ea.govt.nz).  
Submissions close 5pm 2 October 2023.