

## Improving the Consumer Care Guidelines

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.

PREFER TO REMAIN ANONYMOUS, THANK YOU

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

- NOT CURRENTLY DELIVERING BECAUSE THEY ARE NOT MANDATORY
- YES

Do you agree with our preliminary preference for option 3?

~~YES~~ NO, PREFER 4

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

N/A

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