

Improving the Consumer Care Guidelines

Name: NORMAN ANDERSON

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

No, the guidelines need to be mandatory.

It needs to be fair for all.

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?