

Improving the Consumer Care Guidelines

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The Electricity Authority intends to publish all submissions it receives. If you do not want parts of your submission 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 must be made mandatory.

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. However, all guidelines must be mandatory.

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No, All guidelines MUST be made MANDATORY.

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

- Where the user cannot afford, BAND disconnection and reconnection fees.
- Publish quarterly disconnection data, incl. prepay

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