

Improving the Consumer Care Guidelines

Name: Roger Chandler

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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

not if not enforced.

if fees are unreasonably for disconnection,

and plans that may be most suitable for the least capable parts of society are not ^{required to be} clearly explained

then not able to deliver.

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?

Conditionally agree ---

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

~~Yes~~ Not on its own.

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

- preference towards easiest/~~rich~~ wealthiest customers.
- access to the basic service for all.

Please email a photo of your completed form to consumercareconsultation@ea.govt.nz.

Submissions close 5pm 2 October 2023.