

Improving the Consumer Care Guidelines

Name: TALI FEAU

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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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, because it shouldn't be compulsory for each individual has its own reasons and merits

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?

In some ways it is very harmful especially as in one of those that depended on electricity when sleeping because in a CPAP machine

Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

Yes, very much so.

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

Everyone should be entitled to have electricity compulsory in each or every household especially the disabled and the elderly those medically unfit & rely on electricity and not only that there is no backup in Batteries or no assistance from WINZ for us handicapped of these problems.

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

Submissions close 5pm 2 October 2023.