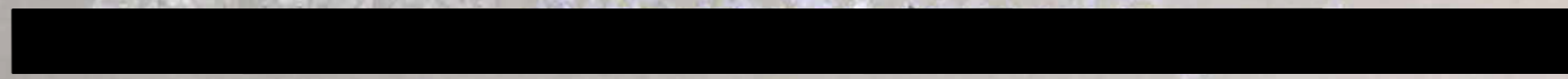


# Improving the Consumer Care Guidelines

Name: *Ailsa Cornell*



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 If you prefer parts of your submission NOT to be published, please indicate which parts and why.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 power providers do not observe the Guidelines.*

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, but the other parts are important too and should be made mandatory.*

## Improving the Consumer Care Guidelines (continued)

Do you agree with our preliminary preference for option 3?

No. Customers need to know more and receive assistance with understanding options. It is particularly important that fees should be reasonable.

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

Means to ensure impoverished people can access power. It is unacceptable that anyone is excluded from light, heating etc.

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